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Office and Financial Policies

Thank you for choosing Syracuse Hearing Solutions for your hearing and balance healthcare needs. We are committed to you and your improved hearing and balance. We also want your experience with us to be a positive and productive one. To that end, we want to take this opportunity to inform our patients and their families of our payment policies. This knowledge will help you be better prepared for your appointment.

Syracuse Hearing Solutions is a participating provider with many insurance carriers in the area. We can assist you in determining whether or not we are a participating provider for your insurance plan.

Insurance coverage is an agreement between you and your insurance carrier. We, as healthcare providers, just execute that agreement for you. As a result, it is your responsibility to determine whether or not you have out-of-network benefits, if you require prior authorization or a referral prior to services being provided, or if audiology services and/or hearing aids are covered through your plan. It is important to gather this information prior to your appointment with us. If you are unsure of your coverage specifics, we will verify your benefits before your appointment as a courtesy to you.

Insurance carriers do not cover, in full, all goods and services. While we will verify coverage specifics with your insurance carrier as needed, please understand that these are NOT a guarantee of coverage or payment. There may be situations where your insurance carrier does not cover the specific goods or services that you are requesting. Syracuse Hearing Solutions commits to providing quality, professional hearing and balance healthcare to all its patients, regardless of their circumstances. When required and possible, we will work to offer an item or service that is within the limits of your insurance coverage.

It is very important that you inform us within 24 hours if you need to cancel or reschedule your appointment, as we realize emergencies do occur. We understand that sometimes you may be running late to your appointment. Unfortunately, we have patients scheduled throughout the day and may not be able to see you if you arrive more than 15 minutes late after your scheduled appointment time. We will try to accommodate you, if time allows. Otherwise, we will need you to come back later in the day, if a later appointment is available, or reschedule to another date and time.

Payment in-full is due at the time services are provided. You are responsible to pay all out-of-pocket expenses, such as copays, co-insurance, and deductibles on the date the service is provided. All hearing aid related charges must be paid on the date you take possession of the hearing aids, accessories, or supplies.

Syracuse Hearing Solutions accepts payment in the form of cash, checks, American Express, Visa, MasterCard, and Discover credit cards. We also offer financing through WellsFargo or Care Credit. There will be a \$40 fee for all bounced or returned checks.

It is important that each patient accepts and meets their financial obligations to this practice. Otherwise, we will be unable to provide care to any of our patients. Syracuse Hearing Solutions reserves the right, following

90 days of the initial invoice date, to forward all outstanding balances to a collection agency. We also reserve the right to discontinue care or service to patients who have not met their financial obligations to us.

Printed Name _____ Date _____

Signature _____ Date _____

Relationship to Patient: Self / Other _____