

**PATIENT INFORMATION FORM**

Patient Full Name: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_ M F O Marital Status:  Single  Married  Divorced  Widowed

Physical Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Mailing Address (if different than physical address): \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Phone (Cell): \_\_\_\_\_ Phone (Work): \_\_\_\_\_

Can we leave you a voicemail with medical information at your (check all that apply):  HOME  CELL  WORK

Email Address: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

Current Employment:  Full-Time  Part-Time  Retired  Self-Employed  Unemployed  Student  Child under 18  
***\*if patient is under 18 years of age, by signing below I acknowledge that I am a parent or guardian with legal rights to authorize healthcare services.***

Occupation (if retired, list prior occupation/type of work performed): \_\_\_\_\_

Name of Family Physician: \_\_\_\_\_ Phone: \_\_\_\_\_

\* Is it OK to send your referring physician a copy of your audio report?  YES  NO

\*How did you hear about us? \_\_\_\_\_

\*Is it OK to send you periodic practice updates and occasional news via email?  YES  NO

**INSURANCE INFORMATION:** To ensure your insurance benefits are maximized and protected, please provide the following information and provide your insurance card(s) and photo identification to the Front Desk. (We are required to make copies of your insurance cards.) If you do not have insurance or do not want your insurance billed, initial that you accept responsibility for all charges for services rendered due at time of service. If billed, I agree to pay within 30-days of receiving a statement. \_\_\_\_\_

PRIMARY Insurance Company: \_\_\_\_\_ Member ID#: \_\_\_\_\_

Is the Patient the Policyholder?  YES  NO IF NO – COMPLETE THE FOLLOWING INFORMATION:

Name of policy holder? \_\_\_\_\_ Policy Holder Birthdate: \_\_\_\_\_

Relationship to Patient:  Spouse  Parent  Other: \_\_\_\_\_

SECONDARY Insurance Company: \_\_\_\_\_ Member ID#: \_\_\_\_\_

Is the Patient the Policyholder?  YES  NO IF NO – COMPLETE THE FOLLOWING INFORMATION:

Name of policy holder? \_\_\_\_\_ Policy Holder Birthdate: \_\_\_\_\_

Relationship to Patient:  Spouse  Parent  Other: \_\_\_\_\_

**\*\*Please NOTE:**

Are you currently under any home health care benefit (i.e., but not limited to, physical therapy, occupational therapy, speech therapy), in a Skilled Nursing Facility, or under any other managed care arrangement where WCHB should be billing the facility, rather than your insurance directly?  YES  NO

**If you indicated YES:**

Medicare consolidated billing rules require all billing to go through the facility/care provider. Prior to your appointment, you must either sign an Advanced Beneficiary Notice (ABN) that indicates you understand you are responsible for any services rendered that the facility does not cover (**PLEASE ASK THE FRONT DESK STAFF FOR THIS FORM**), or you must have a written consent from the facility agreeing to reimburse our company for services provided.

Home Health Care Facility Full Name: \_\_\_\_\_

Home Healthcare phone number: \_\_\_\_\_

Skilled Nursing Facility Name: \_\_\_\_\_

Skilled Nursing Facility Address: \_\_\_\_\_

Skilled Nursing Facility phone number: \_\_\_\_\_ Contact Name: \_\_\_\_\_

**\*\*\*\*\*If this visit is related to an injury\*\*\*\*\***

Date of Incident: \_\_\_\_\_

Type of Incident:

- Vehicle
- Work
- Other \_\_\_\_\_

Non-Medical Insurance Information:

Insurance Company: \_\_\_\_\_

Insurance Claim Number: \_\_\_\_\_

# PATIENT INSURANCE POLICY

## **IF MY APPOINTMENT IS AT COMMUNITY HOSPITAL – GRAND VALLEY EAR, NOSE, & THROAT:**

I acknowledge that Western Colorado Hearing & Balance is a **completely separate entity** than Grand Valley Ear, Nose, and Throat, & Facial Plastic Surgery. Additionally, I understand that I will receive an invoice from Western Colorado Hearing & Balance for my appointment with their providers. This invoice will be separate than the invoice I receive from the Community Hospital ENT office. I understand that, while the ENT office may be In-Network with my insurance company, Western Colorado Hearing & Balance providers may **NOT** be in network and that it is my responsibility to determine if WCHB is in- or out- of network with my insurance company prior to my appointment.

\*Ask the front staff at Grand Valley Ear, Nose, & Throat for an insurance In-Network/Out-of-Network breakdown to determine if Western Colorado Hearing & Balance is contracted with your insurance company.

### **Insurance Billing:**

- Whether or not we are in-network with your insurance company, they will review the claim and determine the amount they will pay and/or the amount you are responsible for.
- If we do not participate with your insurance company, we **can** bill your insurance for services rendered if you choose that option. **However, if we are Out-of-Network with your insurance, and you prefer we DO NOT bill your insurance company, we will apply a 20% discount to your invoice. You must pay the invoice within 30 days of notification/receipt of invoice for this discount to apply. If you do not pay within the 30-day timeframe, you will then be responsible for the full charges.**
- If we bill your insurance: upon receipt of payment and/or notification from your insurance, any balance they determine is your responsibility will be billed to you via a statement from our office and is due within 30 days.

### **Insurance Disclaimer:**

- When benefits are verified, most insurance companies will indicate you are eligible but include a disclaimer that states they will not guarantee payment even though you are eligible for benefits at the time of service.
- You will be responsible for payment of services rendered if your insurance company determines you are responsible for payment under the terms of your policy or denies payment of benefits for reasons unforeseen at the time they were rendered.

### **Non-Covered Services:**

- Any non-covered services are payable directly by you.

For all patients: once insurance processes the claim submitted, I acknowledge that I will receive a statement of account via mail and agree to pay any amounts owed within 30- days. I acknowledge that I have read a copy of the Financial Policy below and a copy will be provided to me upon my request.

X \_\_\_\_\_  
Signature (Parent/Guardian)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

	<i>Jennifer Bebee, Au.D</i>	<i>Sarah Mullervy, Au.D.</i>	<i>Jo-an Mealler, MS</i>	<i>Lisa Yin, Au.D.</i>
	<b>In-Network</b>	<b>In-Network</b>	<b>In-Network</b>	<b>In-Network</b>
Medicare	X	X	X	X
Medicaid	X	X	X	X
Rocky Mtn	X	X	X	X
United HC	X	X	X	X
UMR	X			

## OUT OF NETWORK INSURANCE POLICY

I acknowledge it is my responsibility to know and be informed prior to my appointment if my provider is in/out of network with my insurance company. It is not the provider’s responsibility to inform me if their office is out of network, unless I specifically ask for this information prior to the appointment. Western Colorado Hearing & Balance will not bring this up during my appointment, rather, it will be assumed that I have completed my own research in this regard. *Please see above for in-network insurance companies.*

*Please be aware that whether WCHB is in- or out-of-network with an insurance company is not decided by WCHB, but rather by the insurance company and is based on their interpretation of “need of these services” for the general region. There is a high likelihood that WCHB has attempted to be in-network with your insurance company but has been denied due to the insurance company’s determination of “need.”*

If we are out-of-network with your insurance company, this means you can still receive care from our office, but your insurance is unlikely to cover your bill as in-network deductible and in-network benefits do not apply. Due to the nature of being out-of-network, this means that most patients would be subjected to the full bill after billing insurance anyway. You can decide if you want us to bill your insurance for services provided and still pay the full amount, but ***if you opt out of billing your out-of-network insurance, we will apply a 20% discount to your total invoice, if paid within 30 days of notification.***

***For example, a typical adult hearing examination expense is \$165. With no out-of-network benefits and if the out-of-network deductible hasn’t been met, a patient would be expected to pay the full \$165 after insurance has been billed. If you choose not to have your out-of-network insurance company billed, you can get a 20% discount on the same services, then having only to pay \$132 instead of the total \$165.***

\*\*\*Please indicate your preference below\*\*\*

- Please bill my out-of-network insurance company. I understand anything they do not pay will be my responsibility and I am likely to pay the full amount of the invoice.
- Please DO NOT bill my out-of-network insurance company. I understand I will receive a discount if my invoice is paid within 30 days of notification, but if paid after 30-days from notification, I will lose my 20% discount. I understand that I cannot request to have my insurance billed at a later date, but that I may request billing information from WCHB in order to submit my own billing claim to an insurance company.**

X \_\_\_\_\_  
Signature (Parent/Guardian)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

## FINANCIAL POLICY

**At Western Colorado Hearing & Balance**, we're dedicated to providing the highest level of medically-oriented diagnostic and treatment services for hearing loss, tinnitus and balance disorders. It's our focus to **provide state of the art hearing aid technology** with **professional hearing care** at affordable prices you deserve and expect. **To accomplish this, we must be paid timely for services rendered.**

### Payment Due:

- It is your responsibility to provide us with a valid and current insurance card.
- If you do not have any insurance or did not produce a valid insurance card, or if you are receiving non-covered services, purchasing a hearing aid, or any other product, payment is due at the time of service.
- Hearing Aid purchases requires 5% down at time of order and the remainder due when fitted.
- Patient balances due after insurance processing are payable in full upon receipt of our statement.
- There is a \$25 fee for returned checks.

### Past-Due Accounts:

- It is our policy that all past due accounts be sent three statements (90 days).
- If payment is not made, a single phone call will be made to try to make payment arrangements.
- If no resolution can be reached, the account will be sent to the collection service/agency, or attorney.
- In the event an account is turned over for collections, you may be responsible for the cost incurred to collect.

AUTHORIZATIONS & POLICY ACKNOWLEDGEMENTS: My signature below indicates the following:

**Insurance Authorization and Policy Acknowledgement:**

I authorize Western Colorado Hearing Clinic, PLLC to bill my health insurance company for services rendered at their facility and authorize the use of my signature on all insurance submissions. I agree to promptly pay (within 30-days) any amounts my insurance indicates are my responsibility. I have read and understand the patient insurance policy.

**Medical Records Release:**

I authorize release of all information necessary to secure payment of benefits. I authorize any holder of medical information about me to release my records to Western Colorado Hearing Clinic any information needed to determine benefits payable and/or to coordinate my care for related services.

**Payment Policy:**

I have read and understand the patient payment policy. I understand and agree that payment for services rendered are ultimately my responsibility following any insurance determination. I agree to prompt payment within 30 days of invoice notification.

**Appointment No Show Policy:**

I understand that there is a \$50 no-show fee for 2 missed appointments.

**HIPAA Privacy Practices Acknowledgement of Receipt:**

I acknowledge that I have been given the opportunity to read the NOTICE OF PRIVACY PRACTICES, a copy of which is available in the waiting area. I understand a copy of this notice will be made available to me at my request.

X \_\_\_\_\_  
Signature (Parent/Guardian)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date