

Dear Patient,

Welcome! Thank you for selecting Berks Hearing Professionals (BPH) for care. To efficiently communicate the financial aspects of your care, we are providing this information about our financial policy, fees, and collection procedures.

- We participate with many insurance companies including, but not limited to, Medicare, Highmark, Capital Blue Cross, Keystone East, Aetna, Cigna, UHC and IBC. Your insurance coverage is a contract between you and your insurance carrier. It is the responsibility of the patient to understand the insurance policy's terms, limitations, coverage, deductible, co-insurance, referral, and pre-authorization requirements prior to your appointment. If we are a participating provider with your insurance plan, we will accept their approved reimbursement as payment in full for covered services after all owed deductibles, co-payments, and non-covered services have been paid for by you at the time of service. To process any insurance claims, we will need a copy of your current insurance card(s) at the time of service.
- Payment for services is due at the time services are rendered. If your visit is covered by insurance, your co-payment is due at the time of service. If your visit is considered non-covered, payment in full is due at the time of service. If you do not have insurance, if we do not accept your insurance, or if incomplete insurance information is given, payment in full is due at the time of service. We will submit a claim, as a courtesy to you, and you may receive payment from your insurance company. If the payment is sent to BHP, we will issue a refund check for any duplicate payment.
- We accept personal check, cash, Visa, Mastercard, Discover, and American Express. Timely payment is your responsibility. Payment plans through Wells Fargo are available for hearing aids for qualifying individuals.
- A \$30.00 service charge will be made on all checks returned for insufficient funds.
- Patients who fail to show up for a new patient visit, without providing at least 24-hour advance notice, will be subject to a \$50.00 missed appointment fee. Established patients who fail to show up for a visit, without 24-hour advance notice, are subject to a \$25.00 missed appointment fee.
- Should collection procedures or other legal action become necessary to collect an overdue account, the patient, or responsible party, understands that BHP has the right to disclose to an outside collection agency, any relevant personal and account information necessary to collect payment for services rendered. The patient, or responsible party, understands that they are accountable for all costs including, but not limited to, interest due at 18% APR, all court costs and attorney fees, and a collection fee to be added to the outstanding balance.

Your signature below forms a binding agreement between Berks Hearing Professionals, the provider of medical services, and the patient who is receiving medical services, or the responsible party for patients under 18 years of age. Responsible party is defined as the individual who is financially responsible for payment of medical bills.

I have read and understand the financial policy of Berks Hearing Professionals. I guarantee payment of all charges incurred for the account of the below patient.

**Patient Name (Please Print)**

**Patient Signature**

**Date**

**Responsible Party Name (Please Print)**

**Responsible Party Signature**

**Date**