



Important Information You Should Know

Insurance

We are contracted with several insurance plans. It is necessary for you to know that one or more services may not be covered by your insurance, SoonerStart, or Medicaid. You may be asked to pay for any non-covered services at the time of your appointment. This will include any co-pays, deductibles and co-insurances if such an amount can be determined. If we are out of network with your insurance, we will be happy to file a claim, but you are responsible for the full amount. Please contact your insurance company if you have questions regarding your benefits or provider participation. Please remember it is the patient's responsibility to keep us informed of all insurance changes. A statement for the remaining balance will be sent and payment is due upon receipt.

If your insurance plan requires written authorization, please contact your primary care physician to obtain the authorization. Authorizations may be faxed to (405)548-4350. Please call before your appointment to see if it has been received.

The Hearts for Hearing Foundation was founded to help families of newly diagnosed children birth to age 3 with the cost of their initial pair of Hearing Aids and associated charges. Families may make application to the foundation for help with their child's needs. Please ask any of our staff members for more information.

Hearing Aids/Supplies

Hearing aids and supplies are considered durable medical equipment (DME). Hearts for Hearing is a DME provider for some insurance companies. However, the coverage for DME products varies depending on each individual plan. If it is determined that you are in need of hearing aids, Hearts for Hearing will help to determine the coverage for your hearing aids. You will be required to pay your portion at the time you are fit with the hearing aids. Hearts for Hearing is only required to fit you with hearing aids covered by your insurance plan. Should you choose to upgrade to a hearing aid more suitable for your loss, you will be responsible for the additional cost.

There is a separate charge for the ear mold(s). This service is considered a "supply" and is rarely covered by insurance. Ear molds are \$80.00+Tax per ear mold. There is an additional \$40.00 fee for same day or "rush" ear mold fittings. The cost is due at the time the ear mold impressions are made and is a non-refundable charge.

Please understand that any quote by your insurance is not a guarantee of payment.

If you are not completely satisfied with your hearing aid(s), they may be returned in the condition in which they were purchased within 30 days of the final fitting. The fee for returning my hearing aid(s) is 10% of the total purchase price, not to exceed \$150.00 per hearing aid, whichever is less. A full refund minus the restocking fee will be mailed to the patient within 30 days of returning the hearing aids.

(Continued on Backside)

Appointments

As a courtesy to all our patients, we ask that you call our office to set an appointment to see a provider. Please call our office if you are experiencing equipment problems and a technician will advise you.

Please arrive 15 minutes early for new appointments to insure you are ready for your provider at your set time. It will be necessary for all patients to update their demographics and insurance annually. No exceptions. Please call our office if you are running late. It may be necessary to reschedule if you are more than 15 minutes past your appointment time.

LISTEN for a Lifetime