



The Ear, Nose, Throat
Plastic Surgery & Associates, P.A.

Patient Financial Policy

Thank you for choosing The Ear, Nose, Throat and Plastic Surgery Associates. We are committed to the success of your medical treatment and care. Please understand that payment of your bill is part of this treatment and care.

For your convenience, we have answered a variety of commonly asked financial policy questions below. If you need further information about any of these policies, please ask to speak with a Billing Specialist.

How May I Pay?

We accept payment by cash, money orders, cashier's checks, personal checks, Discover, American Express, MasterCard or VISA charge cards or MasterCard or VISA debit cards. Payment is expected at the time of service. There will be a \$25 charge for all checks returned for non-sufficient funds.

Do I Need a Referral?

If you have an HMO plan with which we are contracted, you will need an authorization number from your primary care physician. If we have not received the authorization number prior to your arrival at the office, we have a telephone available for you to call your primary care physician to attempt to obtain it.

We are required by HMO's and certain POS plans to have this number prior to providing services to you.

If you are unable to obtain the referral, you will be re-scheduled for your visit.

Surgery

If our physician recommends surgery, we will obtain your insurance information at the time that you check out and you should contact our surgery scheduler within the next few days. She will be able to answer specific questions about the surgery scheduling process, discuss the paperwork and tests involved and complete all pre-certifications and/or authorizations as required by your insurance.

The surgery scheduler may request a pre-surgical deposit, the amount of which depends on your coverage and deductible amount. A cost estimate that shows your financial responsibility, based on the benefit levels and coverage of your insurance plan, will be explained by the surgery scheduler.

What If My Child Needs to See the Physician?

A parent or legal guardian must accompany patients who are minors (patients less than 18 years of age) on all of the patient's visits. The accompanying adult is responsible for payment of the account, according to the policy outlined on these pages.

Patient Responsibility

All patients are responsible for knowing the requirements of their insurance plans, including which labs and radiology facilities they may use, what services are covered, etc. Our staff will assist our patients, but we cannot be responsible for knowing or interpreting the benefits of each individual policy.