



PATIENT PAYMENT POLICY

Thank you for choosing Family Hearing Practice for your treatment and care. We understand that medical bills can be costly and unexpected; therefore, we try to make the payment process as easy on you as possible.

Do you file to my insurance?

We file to your insurance company as a courtesy to you. It is important to understand that some co-insurance amounts are not able to be determined until insurance pays on a claim. **A quote of benefits and/or authorization does not guarantee your insurance will pay, or verify eligibility. Payment of benefits is subject to all terms, conditions, limitations, and exclusions in your insurance contract at the time of service and during the claim adjudication.** Any statement you receive from our office is sent to you as a request for payment, not as a notification of insurance payment. If you are receiving a statement from our office, it is because your insurance has said that the amount owed is your responsibility. If you are questioning the bill, you may contact your insurance company directly to find out why they have applied the amount to your out of pocket expenses. You may also contact our office.

Cash Procedures

Certain procedures done in our office are not covered by insurance. These procedures include, but are not limited to:

- Removal of impacted ear wax
- Removal of foreign body from ear
- Earplugs and earmolds
- Hearing aid programming
- Hearing aid clean and check

I understand that I am responsible for payment for these services should I desire them and that I will provide payment at time of appointment. I will tell the audiologist at the time of my appointment if I do not wish to have these services performed.

Do I need a referral?

If you have an HMO plan with which we are contracted, you may need a referral authorization from your primary care physician. Our office will attempt to obtain a referral prior to your visit, but if we have not received one at the time of your visit, you will be charged for the visit.

How may I pay?

Our office accepts payment by cash, Visa, MasterCard, American Express, and Discover. We also accept checks, but there will be a \$30 charge on any returned checks for insufficient funds, and our office may seek legal action. **If an account is not paid within 90 days from the date of service, your account may be referred to collections.**

Do you take Care Credit?

Our office does accept Care Credit as a form of payment. Care Credit is a medical credit card that enables you to pay your bills at 0% interest. You can apply in the comfort of your own home at CareCredit.com. If you have any questions about Care Credit or wish to sign up, please speak to one of our office staff.

Do you charge for Medical Records?

Our office may charge for certain medical records that are sent. Some records sent for continuing treatment are complimentary. Federal disability forms are charged \$18. Complete medical records are \$25, and any records being requested by law firms where we may be a witness for you in a lawsuit are \$50.

I acknowledge that I have read, understand, and will comply with these payment policies.

Signature: _____ Date: _____

Patient, Guarantor, or Legal Guardian



817-333-1190

FamilyHearingPractice.com

Roanoke Office :

100 Country View Rd. Ste 200
Roanoke, TX 76262
Phone: 817-767-9970

Flower Mound Office :

4491 Long Prairie Rd. Ste 400
Flower Mound, TX 75028
Phone: 817-997-4084



NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. **Please review it carefully.**

UNDERSTANDING YOUR HEALTH RECORD/INFORMATION:

Each time you visit a hospital, physician or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment and personal demographics (i.e. address, date of birth, health insurance etc...) This information, often referred to as your health or medical record, serves as a basis for planning your care and treatment, and serves as a means of communication among the many health professionals who contribute to your care. Understanding what is in your record and how your health information is used helps you to ensure its accuracy, better understand who, what, when, where and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

YOUR HEALTH INFORMATION RIGHTS:



Your health record belongs to you, unless otherwise required by law that it is the physical property of the healthcare practitioner or facility that compiled it. You have the right to request a restriction on certain uses and disclosures of your information, and request amendments to your health record. This includes the right to obtain a paper copy of the notice of information practices upon request, inspect and obtain a copy of your health record. Obtain an accounting of the disclosures of your health information, request communications of your health information by alternative means or at alternative locations, revoke your authorization to use or disclose health information except to the extent that actions has already been taken.

OUR RESPONSIBILITIES:

This organization is required to maintain the privacy of your health information. In addition, provide you with notice as to our legal duties and privacy practices with respect to information we collect and maintain about you. This organization must abide by the terms of this notice; notify you if we are unable to agree to a requested restriction; accommodate reasonable requests you may have to communicate health information by alternative means or alternative locations. We reserve the right to change our practices and to make the provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you've supplied us, and post our new notice on our Website. We will not use or disclose your health information without your authorization, except as described in this notice.

Your health information will be used in the following ways:

- We will use your health information for treatment. Information obtained by a healthcare practitioner will be recorded in your record and used to determine the course of treatment that should work best for you. We will also provide your other practitioners with copies of various reports that should assist them in treating you.
- We will use your health information for payment. A bill may be sent to you, or a third-party payer. The information on/or accompanying the bill may include information that identifies you, your diagnosis, procedures and supplies used.
- We will use your health information for regular health operations. Staff members may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.
- We may disclose some of your health information to our Business Associates (i.e. hearing aid manufactures or ear mold labs) so that they can perform the work required. To protect your health information, however, we require the Business Associate to appropriately safeguard your information.

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- We may use or disclose information to notify or assist in notifying a family member, personal representative, or other person of your care, your location and/or general condition.
- We may disclose to a family member, other relatives, close personal friends or any other persons you identify, health information relevant to that person's involvement in your care or payment related to your care.
- We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and/or services that may be of interest to you.
- As required by law, we may disclose to the FDA health information relative to adverse events with respect to product defects, or post marketing surveillance information to enable product recalls, repairs or replacements.
- We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers' compensation or other similar programs, such as the Division of Rehabilitative Services.
- As required by law, we may disclose your health information to public health or legal authorities charged with tracking birth and deaths, as well as with preventing or controlling disease, injury or disability.
- Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals. An inmate does not have the right to the Notice of Privacy Practices.
- We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena. Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provide that a work force member or business associate believe in good faith that we engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.
- We will use your contact information to send appointment reminders and other office notification. No mobile opt-in data will be shared with third parties.

IDENTITY THEFT PREVENTION AND DETECTION:

It is the policy of this practice to follow all federal and state laws in protecting your private information and reporting requirements regarding identity theft as per the Red Flag Rules compliance program. To protect your identity HPI will ask for the following in order to protect you:

- Driver's license or other type of photo ID
- Current health insurance card
- Utility bill or other correspondence showing current residence if your photo ID does not show a current address

Should HPI suspect fraudulent activity (a red flag), HPI reserves the right to:

- Cancel the transaction
- Contact the appropriate enforcement
- Notify the affected person
- Notify affected physician(s)

This notice will be prominently posted in the office where registration occurs. Patients will be provided a hard copy, if requested, and the notice will be maintained on our Website.

FOR MORE INFORMATION, OR TO REPORT A PROBLEM:

If you have questions and would like additional information, you may contact Family Hearing Practice, PLLC at 817-997-4084. If you believe your privacy rights have been violated, you can file a complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.



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