

Drs. Converse, Fordice, Goco and the staff are pleased you have chosen MTENT to provide your ENT care. We consider it a privilege that you have placed your trust in us.

An important part of your health care experience is to understand the billing procedures of your health care provider. This information is intended to help answer any questions that you may have, but please feel free to approach our staff if you need additional information.

The care you receive from our office will be customized to fit your individual needs; however our billing policies are the same for everyone. These policies ensure fairness and help us keep our costs down.

REGISTRATION

As a new patient, you will be asked for personal information over the telephone so that we may establish your chart with our computer system. Upon arrival, you will be asked to fill out a form letting us know the person(s) authorized to access your protected health information, your wishes for advance directives, your preferred method of contact, and a release allowing our office to file your insurance or send information to a physician for a referral. You will also be given a packet to fill out to provide demographic information and medical history.

In order for us to serve you efficiently, it is extremely important that your personal information including telephone, address, and insurance information is kept up-to-date. Each time you visit our office, we will ask you to verify the information on your Patient Encounter Form (PEF). Please mark through all incorrect information and write in the correct information. Our staff will gladly make these corrections to your records. We will also ask to see your insurance card so that we can ensure we have the most current copy on file. This ensures we send lab specimens to the correct places, file claims under correct identification / group numbers and addresses. We will also ask to see your Driver's License to verify your identity. Yearly you will be asked to fill out new paperwork.

VERIFYING BENEFITS

Our staff contacts your insurance prior to your visit to verify your benefits, copay/deductible/co-insurance. However, our staff only asks for benefits that coordinate with the primary reason for your visit. If you require treatment for concerns other than what you are on the schedule for, the benefits quoted could be different than what is initially expected.

Insurance verification is not an exact science. Once your insurance receives the claim, they can deviate from the benefits they have quoted for many reasons. Please keep in mind that while we strive to have you pay only what you owe, there will most certainly be discrepancies that cannot be foreseen.

Every patient's policy has different benefits—in office scopes, ear wax removal, procedures usually are processed towards deductible and/or co-insurance. Prior notification of non-covered services is not a requirement with most insurance companies, but is something we do as a courtesy to our patients. However, it is ultimately your responsibility to know your insurance policy, including any limitations and your liabilities.

PAYMENT POLICY

Payment is due at the time of service, including copays, deductibles, coinsurance, and non covered services. We accept cash, personal checks, Visa, MasterCard, and Discover - MTENT now offers Z-Pay on-line payment option. **If you are unable to pay in full on the time services are rendered, we have alternatives to offer you. Please talk to our Billing Department.**

RETURN CHECK FEE

We do assess a \$30 fee for all returned checks. This balance must be paid in full upon your next visit.

HEALTH INSURANCE

Our physicians are providers for several different insurances. We are happy to file claims on your behalf. Even if we are not providers for your insurance, we possibly can file your claim with no additional cost to you. Adjustments will only be taken for insurances we have established contracts with. We are not a part of any insurance discount card programs. **All insurance balances over 90 days will be patient responsibility.**

SELF-PAY

Our uninsured patients pay at the time services are rendered. We do offer a "Quick-Pay" discount for balances paid on date of service. Please speak with the Billing Department for more information.

AUTO INSURANCE CLAIMS

We do not file claims with auto insurance companies or await court settlements. If you have a visit related to a motor vehicle accident or any accident where benefits are expected from a third party, you will be asked to pay in full for services rendered. You will be given a receipt showing your payment that you can use to submit for reimbursement from the third party. ***During the course of your visit, if you have concerns unrelated to the accident that you wish to discuss, there will be a separate office visit, note, and charge assessed to allow filing with your health insurance policy. You will be responsible for the charge that was solely for the conditions in relation to the accident and for any portion not covered (copay, coinsurance, or deductible) by your health insurance on the second office visit charge.***

STATEMENTS

We process and send statements every 30 days. The statements will have information relating to each service that has had account activity within the past 30 days including payments, adjustments, and balances due. We want you to understand your statement balance, so please feel free to call with any questions you may have. In addition, if you have made a payment that is not reflected on the statement, please let us know. Please contact our Billing Department at 615-848-9265 ext. 142.

Please contact us if you move so that we may make corrections to your personal information. We will make an effort to contact you if we do receive mail back. However, your account will progress through our collection cycle as if you had received all correspondence, so it is important to keep us informed of any changes.

ACCOUNTS WITH BALANCES

Your insurance should send you an explanation of benefits paid when they process your claim. You will typically get a response 1-2 weeks before we receive it. In essence, you will know what you owe before we do. Because of this, balances are considered your responsibility as soon as we receive response from your insurance company stating what your portion is. Therefore, if you present for an appointment and have an account with a new balance due, you will be asked to pay the balance even if you have not received a statement for it.

If your account has a past due balance (greater than 30 days from the time the statement was sent to you), you will be asked for payment in full. If you are unable to pay in full, we will need to make a mutually agreeable payment arrangement.

Accounts with overdue balances will be sent to our collection agency. Patients with accounts listed with our collections agency must pay all past due amounts, plus a collection fee before any other appointments can be scheduled.

Patients who do not comply with our billing policies may be dismissed from the practice.

CHARGES

Our fees are assessed periodically and compared to what is considered "Reasonable and Customary" for our area.

REFUNDS

Refunds for \$10 and above are processed and mailed monthly. Credit balances of \$9.99 and below will remain on the account until they are requested or until they can be applied toward your next visit. Refunds are sent only when all open balances are resolved that are connected to you or your family's account. For your convenience, if there is an appointment scheduled in the near future, the credit balance will be held to be applied toward that date of service.

CANCELLING APPOINTMENTS & NO SHOW

Please let us know 24 hours in advance or one business day if you will be unable to keep an appointment. This greatly benefits other patients who may need your appointment slot and **will eliminate you being charged for a "no show" or "untimely cancellation" fee.**

We appreciate you choosing MTENT for your ear, nose, and throat care and always welcome any comments you may have.

If you have comments or concerns, please ask to speak to our office manager, or call 615-848-9265