

Clark Audiology & Hearing Aid Center

Financial Policy

Thank you for choosing Clark Audiology and Hearing Aid Center. Our primary mission is to deliver the best and most comprehensive hearing care available. An important part of our mission is making the cost of optimal care as easy and manageable for our patients as possible by offering several payment options.

Payment Options:

- Cash, Check, Visa, MasterCard, CareCredit, or American Express

Please note:

Any copays are due at the time of the appointment for new Hearing Aid purchases, Clark Audiology and Hearing Aid Center requires 50% payment at the time of ordering; the remainder 50% is due at the time of fitting.

Before you come in for your first appointment, we will contact your insurance company and get a basic overview of your Audio benefits. We highly recommend you familiarize yourself with all of your insurance plan's restrictions and benefits. **Audio benefit plans will rarely pay for all of your Audio care. It is only meant to assist you. We will make sure we provide as much information as we can, but remember...your benefits are determined by a contract between the employer and your insurance company.** Because insurance company fee schedules and individual plans are constantly changing it is very difficult for us to give you a guaranteed quote for treatment at the time of your first visit. However, final benefit determination is not made until services are performed and a claim is submitted to your insurance company. **Clark Audiology & Hearing Aid Center is not liable for any verbal estimates provided by insurance companies.**

Please remember that insurance is considered a method of reimbursing the patient for fees paid to the doctor and is not a substitute for payment. Some companies pay fixed allowances for certain procedures and others pay a percentage of the charge. **It is your responsibility to pay any deductible amount, co-insurance, or any other balance not paid by your insurance company.** We request payment of expected co-payments at the time of your visit and bill insurance at that time. If you do not have insurance and will be paying for full services, we request that payment be received at the time of the service.

We understand that sometimes offering payment options can be helpful and save you time and money in the long run. Arrangements can be made with our office administrator depending on special circumstances. We offer several payment options including "Care Credit" which can provide you with flexible payment options.

With your purchase of a hearing aid from us, you receive a one-year or two-year service plan for cleanings, programming, and in-office repairs, as well as a manufacturer's 1, 2, or 3-year warranty for repair and loss/damage. Service plans will be reviewed at the time of purchase.

After your service warranty has expired, you can renew it for \$175 per year. We also offer items a la carte: in-office repairs starting at \$50, cleanings for \$30, batteries (\$3 for a 4-pack or \$6 for an 8-pac), and programming fees start at \$75.

Clark Audiology and Hearing Aid Center charges \$30 for returned checks and a **\$25 dollar missed appointment fee without any 24-hour notice.**

If you have any question, please do not hesitate to ask. We are here to help you get the hearing healthcare you want and need.

Repairs for hearing aids that are out of warranty and require payment: payment should be submitted before aid is repaired; the aid will not be released to the patient until paid in full.

Patient, Parent or Guardian Signature

Date

Patient Name (Please Print)

Date