

WELCOME TO EAST ALABAMA EAR, NOSE AND THROAT, P.C.

- Our doctors try to see every patient in a timely manner, but since they are specialists situations do arise that cause our doctors to fall behind. Please be patient and we will update you when and if there will be a longer than expected wait for your appointment.
- If you are here for complaints of **loss of hearing, dizziness, ear pain**, etc., you will be seeing our **audiologists for evaluation and testing prior** to being seen by your doctor, this will lengthen your time at our office. These types of test may be applied to your insurance plan's Major Medical Deductible or have a per line copay.
- **Because our physicians are specialists, your visit may consist of diagnostic procedures not covered under your regular office co-pay. They may be applied to your Insurance's Major Medical Deductible.** If this is the case, you will receive a statement for any balance due after insurance has cleared. Balances are due upon receipt of the statement from our office. Balances may be paid on-line at www.eaent.com.
- Submit all insurance cards and your driver license for us to scan into our computer system, when asked. We participate with Medicare, Blue Cross Blue Shield, Alabama Medicaid, United Healthcare, and others. We will file your insurance; **however**, you will be responsible for any amount not covered by your insurance plan.
- If you have **Medicare**, please note that there is an **annual deductible** which your supplement may not cover. This amount may change each year.
- Medicaid, Tricare Prime, some BCBS Plans, Student Health plans, and some others require a primary care physician referral. **It is your responsibility to ensure that we have the proper referral, from your assigned doctor, by the time of the appointment.** If the appropriate referral has not been received in our office by the time of your visit, you will be asked to reschedule your appointment until the appropriate referral is received.
- **Copay, deductibles and any past due balance amounts** will be asked for during your check-out process. This amount must be paid at that time and/or payment arrangements can be made. We do offer a 6mo payment plan via credit card to assist patients, in taking care of these types of balances.
- If you are unable to pay the determined amount upon check out, you will be expected to pay in full at your next follow-up appointment. You can also pay this on-line at www.eaent.com.
- If you are a self-pay patient, you will be asked to pay \$50 at the time of check-in. Any additional amount that will be owed will be determined by your doctor.
- If you have not updated your patient information sheet and/or health history form within the past year, you will be asked to update your health record. ALL sections will need to be completed (including emergency contact information and insurance information) and signed.
- Keep cell phones, children's games and other toys and/or hand held devices in the silent or inaudible mode, while in our office. If you must use your phone, please step outside. Please be mindful of the patients in the waiting room with you and keep an "inside voice".

Thank you for your cooperation.