

## WELCOME TO BURLINGTON EAR, NOSE AND THROAT CLINIC, P.C.

- If you are **more than 15 minutes late** to your appointment, you will be seen, but on a work-in basis as the schedule allows or you may choose to reschedule to the next available time.
- If you are here for complaints of **hearing loss, dizziness or ringing in the ears**, you will be seeing our audiologist for evaluation and testing prior to being seen by the doctor. This may cause an additional wait time prior to seeing the doctor. These types of tests may be applied to your insurance plan's Major Medical Deductible.
- 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 sheets. ALL sections will need to be completed (including emergency contact information and insurance information) and signed.
- Submit all insurance cards and photo identification for us to make copies of when asked by the staff. We participate with Medicare, Blue Cross Blue Shield, Iowa Medicaid, Midland's Choice and a few others. If you are unsure, please ask if we participate with your plan or contact your insurance company to make sure we are a covered provider for you. We will file your insurance, however it will be your responsibility for any amount not covered by your insurance plan.
- Because our physicians are specialists, your visit may consist of diagnostic procedures not covered under your regular office copay and will 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 within 15 days.
- 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 and some other plans may require a primary care physician referral. **It is the patient's responsibility to ensure that we have received the proper referral from the 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 or to make payment for the visit at check-in.
- **Copay, deductible or balance amounts** will be asked for during your check-in process. This amount needs to be paid at that time. If you are unable to pay your required amount before being seen, our office staff will check with your doctor to see if your appointment needs to be rescheduled.
- If you are a self-pay patient, you will be asked to pay at least \$100 if you cannot pay in full for today's visit. We will then bill you for the remainder.
- Our doctors try to see every patient in a timely manner, but since we 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.

Thank you and feel free to contact us if you have any additional questions.