

Financial Policy

Welcome

Dr. Nenow and the staff of High Country ENT welcome you to our clinic. Your health and well-being are our primary concern. We hope the information provided will answer your questions about our services, policies and procedures.

General Information

The clinic is open to serve you, answer any questions or schedule an appointment during the following hours:

Monday-Friday 8:00 - 5:00 pm

Office location hours are as follows:

Monday, Wednesday, & Friday	8:00 - 5:00 pm	Boone Location
Tuesday	8:00 - 5:00 pm	Jefferson Location
Thursday	8:00 - 5:00 pm	Spruce Pine Location

Appointments

We will do our best to keep our appointment schedule. However, please understand that not all patients require the same amount of time with the doctor and that emergencies do occur, so some delays are unavoidable. We will do our best to keep you informed of any delays. Your patience in these situations will be greatly appreciated.

Most of the patients in our waiting room are here to see the physician but some will be taken back ahead of our scheduled appointment to see the audiologist regarding hearing exams or the allergy tech for allergy injections. Please be reassured that these services do not interfere in any way with the doctor's schedule or your appointment time.

Registration

Please fill out the Patient Information form to the best of your ability. This information is needed in order to file your claims efficiently. We will need you to bring your driver's license and insurance card to your appointments to confirm there have been no changes. We will keep them on file but it is your responsibility to notify us of any changes.

Payment

Charges are payable at the time of treatment. Your co-pay and co-insurance amounts will be collected prior to you seeing the provider. Failure to pay these amounts could result in the rescheduling of your appointment. Regardless of your medical insurance coverage, our office relies on you to settle your account. We accept all major credit cards, debit cards, cash and check.

Fees

Our charges for services are based on the severity and complexity of your visit or illness. Specific fees are available and will be presented to you upon request.

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Insurance

For your convenience, we will submit your primary and secondary insurance claims as long as you have provided the correct information. Our fees are accepted by most plans, but occasionally you will receive notification that they are above "usual and customary or UCR." Please understand that our contractual agreement is with you, our patient, not your insurance company.

Filing your insurance is done as a service to you, done by most doctor offices because we are more familiar with the system, dealing with it daily. The ultimate responsibility for making the claim, however, lies with the insured (i.e., you).

If we have a contract with your insurance plan, we will make the proper adjustments and refund to you any overpayment. All charges are the responsibility of the patient and/or the parent or guardian bringing the child in for the treatment. Understand that we will not get involved in any divorce decree as to who is financially responsible.

Workers Compensation

As a courtesy to our patients, we will fill workers' compensation claims. However, if the claim is not paid it will still be the responsibility of the patient to pay the amount in full within 45 days.

Any FMLA, AFLAC or other papers that are needed to be filled out will be at the charge of \$25.00 payable prior to the forms being completed.

Surgery or Allergy Deposits

You are required to pay your deductible, co-pay and co-insurance prior to the procedures. We will do our best to get the information needed to process the claim with your insurance. However, it is, in the end, your responsibility to find out if you need a referral, prior authorization, etc. in order for the claim to be paid. Our office will assist you with any questions.

Past Due Accounts

If your account becomes past due, we will take necessary steps to collect this dept. If your account is referred to an attorney or collection agency, you will agree to pay off the cost associated with the account. This includes any attorney fees, legal fees or collection costs.

Returned Check

A \$25.00 fee for all checks will be charged if returned.

Thank You

We appreciate you selecting our practice for your care. We are committed to providing you with the very best of care. Your suggestions and comments are always welcome and should you have any concerns, please allow us to address them as soon as they may occur.