



# PATIENT HANDBOOK

## WELCOME

We are excited and honored you have chosen Family Audiology Associates, Inc. for your hearing healthcare needs! Each of our Doctors of Audiology and staff members are here to assist you and provide exceptional patient care.

## OUR LOCATIONS

Family Audiology Associates has two (2) convenient locations to serve you. Our main office, which is fully staffed and accepts your phone calls, is located at 950 S. Main St. Suite #4, Celina, Ohio 45822 (in the Mercer Health Medical Center off St. Rt. 127). Our Second location is located at 200 St. Clair Ave., St. Marys, Ohio (in Joint Township District Memorial Hospital, Outpatient Entrance). Family Audiology Associates, Inc. is an independent company. We are not employed by Mercer Health or Joint Township District Memorial Hospital, but we are credentialed by both hospitals as medical or allied health staff.

It is best to call our main office if you have questions regarding paperwork, directions, appointments, hearing instrument supplies or billing as our St. Marys location does not have clerical staff available to answer calls or questions. Our main office hours are Monday – Friday 9:00 a.m. – 5:00 p.m. Please call (419) 584-2255 for assistance.

If you have an appointment at our St. Marys location, please check in at the outpatient desk; outpatient staff will notify the doctor of your arrival.

## SCHEDULING & WALK-IN POLICY

It is always best to make an appointment to see one of our audiologists for testing and/or hearing instrument services rather than just stopping by or dropping off your hearing instrument. The testing and services we provide can last anywhere from 30 minutes to 3 hours, so without an appointment you may have to wait to have your needs addressed. If you need a hearing instrument repaired, we will make every effort to work you in to the schedule, however, patients who with scheduled appointment are given priority. You may drop-off your hearing instruments for repair at either the Celina Main Office or St. Marys location; device(s) will be evaluated as soon as our doctor(s) have availability.

If you are more than 15 minutes late, we ask you to reschedule your appointment out of courtesy for other patients.

## FEES & PAYMENTS

All co-pays are collected at the time of visit. All hearing instruments, earmolds, repairs, cleanings and supplies are to be paid for at the time of visit unless other arrangements have been made in advance. Any balance outstanding over 30 days will be charged a finance fee of 1.5% interest. This does not apply to charges pending with insurance for testing. Any account over 120 days without payment will be referred to our collection agency.

Statements are sent on a monthly basis and are due upon arrival. Any error in the statement should be immediately brought to the attention of our billing staff at (419) 584-2255.

Testing charges are *always* separate from the purchase of hearing instruments. We will bill your insurance for testing, but you are responsible for any amount insurance does not cover.

## INSURANCE

Most insurance companies require that you have an order from a physician for testing. By insurance law we cannot obtain this order for you. It is best to ask your physician to fax an order to our office prior to the day of testing so that our staff can be sure the appropriate information is provided. Our fax number is (419) 584-0808. We will assist you whenever we can, but it is your responsibility to know the requirements of your insurance plan and what coverage you possess. There is usually a phone number on your insurance card where you can make inquiries. You may still be responsible for payment if your insurance company denies payment. If your insurance covers "routine" hearing examinations, it is your responsibility to know what the insurance company's definition of "routine" means. The term "routine" varies for each insurance plan.

We do accept Medicare assignment. We are currently in network with Anthem, Medical Mutual, Aetna and several other insurance companies. Even though we are in network that does not mean your plan has hearing coverage or that your plan will include us in your coverage. You are responsible for any co-pay, deductibles or co-insurance your insurance carrier requires you to pay. We are not in network with United Healthcare Medicaid or Buckeye Medicaid. All Medicaid patients must be referred by a local area physician and must reside in Auglaize or Mercer counties to receive services. Medicaid patients must provide the patient's Medicaid Insurance card at each visit. If your child is a newborn and has not yet received their own Medicaid card, you must obtain proof of coverage for the child from the Department of Job and Family Services in the county where you reside. If you have QMB they do not cover the cost of our services and you will be responsible for any fees Medicare does not cover.

Please be sure to report any changes in your insurance coverage or personal status (name, address, telephone number, etc.) so we can maintain current records.

Please complete the insurance section of your paperwork completely. If information is missing from this section, we reserve the right to refuse to file your insurance claim.

## RED FLAG RULE

Effective January 1, 2011, per the Federal Trade Commission, every adult patient registering for services must show a photo ID or proof of address unless paying in cash and in full at time of service. If the patient is a minor, the guardian must provide ID. If your photo ID does not match the address on your paperwork, you must provide proof of residency at the address on the paperwork (e.g., rent receipt, utility bill, letter from landlord, etc.).

## COMPANIONS

We ask that all patients bring someone, such as a family member or friend, with them for their first appointment. The input of your family and friends regarding your hearing situation can certainly aid our doctors in their appointment process. In addition, communicating with your family and friends is often the most important reason you are going forward with a hearing healthcare solution. While with you, your family member or friend will be able to better understand your hearing situation, struggles you may face, and ultimately what solutions are available to you. Your audiologist may also wish to make suggestions to your family member or friend to help them have better communication with an individual dealing with hearing difficulties.

## CHILDREN AND CHILD TESTING

If your child is being tested (or you are being tested) we ask that you do not bring other children with you to the appointment as testing requires a quiet environment for accurate results. If you must bring other children, please bring another *adult* to supervise them in the waiting room. Our staff is busy with assisting our patients and are unfortunately not available to aid in child care.

- All minors (under age 18) must be accompanied by a *legal guardian*.
- Children ages 1-4 years should be well-rested and ready to play during testing.
- Children age 5 and over should be well-rested.
- Children in foster care or a ward of the state should have advanced arrangements so that paperwork can be signed by *legal guardian*.

Again, thank you very much for choosing Family Audiology Associates, Inc. to serve all your hearing needs. We look forward to seeing you at our office!