



### Payment Policy

***Welcome and Thank You for choosing Ear, Nose & Throat Associates of North Central Wisconsin.***

Whether you were referred by another physician or made the decision to come on your own, you now find yourself under the care of the region's premier providers of ENT, Allergy, Immunology and Audiology services. Be assured that our role in your care is taken very seriously. Our doctors, nurses and support staff are all here to serve you. In return we ask you to let us know how we are doing, we take great pride in our work and your feedback is important to maintaining our high standards. Remember, tell your friends and family when we do something well and tell us if we fall short, we are always looking to improve.

### General Insurance Information

It is important to understand that your health insurance is an agreement between you and the insurance carrier. Our involvement in the billing process is simply done as a courtesy for you. It is in your best interest to familiarize yourself with the details of your plan. ***It is your responsibility*** to understand what services are covered and those that are not, know your deductible, your office co-pay, your percentage of co-insurance, whether certain procedures or surgery need pre-certification or a referral from a primary care doctor. If you are unsure of any of these, contact your company's Human Resource Dept. or call the insurance plan directly. In addition, our Business Office will work with you and assist whenever possible; however we do not know the details of every insurance plan. We believe that by working together we provide the best opportunity to have your health insurance claims processed accurately and in a timely manner.

### IMPORTANT POINTS TO REMEMBER

- **Co-pays are due at time of service.**
- **Services of uninsured patients will be discounted 15%**, with an additional 5% bonus given to those paying the full balance at time of service.
- **Payment plans are available** for those with special financial circumstances. Terms and conditions apply, please inquire with the Business Office for additional details
- Prior bad debts with ENT (sent to a collection agency) must be paid in full before further care can be provided.

**\*\*PLEASE BRING YOUR COMPLETED FORMS AND INSURANCE CARD(S) TO YOUR APPOINTMENT**