



OFFICE AND FINANCIAL POLICIES

Financial Policy – Audiology & Hearing Services of Charlotte

Thank you for choosing Audiology & Hearing Services of Charlotte (AHSC) for your hearing healthcare needs! We're dedicated to supporting you on your journey to better ear health and want your experience with us to be both positive and seamless. To help ensure that, here is a summary of our payment policies to help you prepare for your appointment.

INSURANCE INFORMATION

AHSC is **not** a participating provider with commercial insurance carriers or Medicaid, so we collect payment in full at the time of service. We'll provide you with a detailed receipt, including all necessary information to file a claim directly with your insurance provider. We are a Medicare provider and will submit any Medicare claims directly; it is your responsibility to request an order for testing from your primary care physician.

Insurance coverage is an agreement between you and your insurance carrier, while we're here to assist by providing the requested services. It's helpful to verify whether you have out-of-network benefits, require prior authorization, or need a referral for audiology services or hearing aids before your appointment. If an order, referral, or authorization is required, please ensure these are in place, as they cannot be added after services are provided.

Some goods and services may not be fully covered by your insurance plan. Regardless of your coverage, AHSC is committed to delivering quality, professional hearing healthcare to all patients.

CANCELLATION & LATE ARRIVALS

We kindly ask that you notify us at least 24 hours in advance if you need to cancel or reschedule your appointment. If this occurs more than twice, we may request a non-refundable deposit to reschedule. We do charge a \$75 no show fee.

If you're running late, we understand! However, to respect everyone's time, we may not be able to see you if you arrive more than 15 minutes after your scheduled time. We'll do our best to accommodate you or help you reschedule for a convenient time.

PAYMENT POLICY

Payment is due in full at the time services are provided, including all hearing aid-related charges on the day you receive your aid, accessory, or supply.

AHSC accepts cash, checks, American Express, Visa, Mastercard, and Discover, and we also partner with third-party credit programs like Wells Fargo Advantage and Care Credit for your convenience. For any returned checks, there is a \$30 fee.

Meeting financial obligations is essential to maintaining our commitment to quality care. If a balance remains unpaid for 90 days, we may forward the account to a third-party collection agency or small claims court, and a 35% collection fee may apply. In cases of unresolved balances, we reserve the right to discontinue services.

We appreciate your cooperation in helping us provide the best possible care. If you have any questions or need assistance, please feel free to contact our office. Thank you for partnering with us for your hearing healthcare needs!