



OFFICE POLICIES

Thank you for choosing Lyric Audiology for your hearing healthcare needs. Our primary mission is to deliver the best and most comprehensive care available.

FINANCIAL POLICIES: Payment is expected at time of service. This includes all co-pays, co-insurances, deductibles and fees. For your convenience, we accept most major insurances and credit cards as well as checks and cash. **MINIMUM CHARGE FOR CREDIT CARDS: \$30.**

For **hearing aid purchases**, a 50% deposit is required at the time of consultation prior to ordering the hearing aids. The balance is due at the time the hearing aid(s) is dispensed. **NO HEARING AID WILL BE DISPENSED WITHOUT PAYMENT IN FULL.** Hearing Aid(s) will only be held for **TWO WEEKS**. If the hearing aid(s) is(are) not dispensed within that time, they will be returned to the manufacturer and you will forfeit the fitting fee(s). For **hearing aid repairs**, payment in full is due prior to the repair. For any **special orders**, e.g., Assistive Listening Devices, earmold, accessories, etc., payment in full is due at time of order. **NO EXCEPTIONS.**

For patients with insurance, we are happy to work with your carrier to maximize your benefit and directly bill them for reimbursement for your hearing aids according to your carrier's guidelines¹. **PLEASE MAKE SURE YOU HAVE YOUR INSURANCE CARD WITH YOU AT YOUR INITIAL VISIT. PLEASE INFORM US OF ANY CHANGES IN YOUR INSURANCE.**

PAST DUE ACCOUNTS: Any bill that is unpaid for 90 days is considered PAST DUE. If we have to turn your account over to collection, you will be charged 5% interest on the outstanding balance from the date your bill was due, and you will be responsible for all costs and expenses of collection including, but not limited to our reasonable attorneys' fees.

Lyric Audiology charges \$35 for returned checks.

PRIOR AUDIOLOGY EVALUATIONS: It is the policy of this company **NOT TO ACCEPT HEARING TESTS FROM OUTSIDE SOURCES.** If your insurance does not cover a second evaluation, you are responsible for all payments. **NO EXCEPTIONS.**

RECORDS REQUESTS: All requests for records to be picked-up, faxed or e-mailed **MUST** be made a **MINIMUM** of Five (5) business days in advance. For records that are to be mailed, a **MINIMUM** of ten (10) business days is required. It is your responsibility to ensure the timely delivery of your records. Any requests made with less than the required notice, will not be guaranteed for timely delivery. All requests must be accompanied by a written records release with the following information: 1) Name of Patient, Address, Phone Number, Social Security Number and Date of Birth, Requested Records and Dates of Service, 2) Name, address, fax and/or e-mail of recipient. All requests must be signed and dated. **NO PHONE REQUESTS WILL BE ACCEPTED.** For all requests that need to be mailed or picked-up, there is a \$0.75 charge per page plus shipping costs, to be paid in advance. You may provide a pre-paid stamped envelope or pre-paid shipping label if you prefer. **CHECKS OR CASH ONLY. SORRY, NO CREDIT CARDS ACCEPTED FOR RECORDS REQUESTS.**

CANCELLATIONS: Except in emergency cases (weather, etc.), all cancellations/reschedules must be made **TWENTY-FOUR (24) hours** in advance. **There will be a \$25 charge** for all no-shows, or cancellations with less than 24 hours notice. After two (2) no-shows or late cancellations, you will be discharged from the practice. If you are 15 minutes or more late for an appointment, we will try our best to accommodate you time permitting. However, it may be necessary to reschedule your appointment. **FOR AUDITORY PROCESSING EVALUATIONS, THERE IS A NON-REFUNDABLE \$75 CANCELLATION FEE DUE AT TIME OF SCHEDULING. This fee will be applied to any deductibles or co-pays if you keep the appointment.**

WALK-INS: Although Walk-Ins are always welcomed, we recommend you call first to make sure the office is open and to ensure that sufficient time is available to offer you the best service. Walk-ins will be accommodated at our discretion.

¹If we do not receive payment from your insurance carrier within 30 days, or payment is denied, you will be responsible for full payment of services.