



Office Policies

Welcome to Marin Hearing Center. The following will provide you with some important information about our office. Please let us know if you have any questions about these policies.

- **Location:** We are located at 45 San Clemente Drive, Suite D140, east of Hwy 101, off of the Paradise Drive exit in Corte Madera, CA. Our suite is at the back of the office complex.
- **Office Hours:** Monday - Friday, 8:00 am to 5:00 pm, *by appointment only*.
 - *To make an appointment:* please call (415) 927-1567.
 - *To cancel an appointment:* please let us know at least 24 hours in advance.
 - *Urgent problems:* If you need immediate assistance with your hearing devices, please call us. We will make our best effort to see you as soon as possible.
- **Staff:**
 - *Kim Zeller Hoppin, AuD, FAAA, Audiologist*
 - *Andrew Valla, AuD, FAAA, Audiologist*
 - *Lisa Monardi, Au.D., FAAA Audiologist/Administrator*
 - *Robin Casper, Practice Manager*
- **Payment Policy:** We request payment at the time of service and when products are ordered, with exceptions noted below.
 - ***Patients with Medicare:*** No payment is due at the time of service, but we must have a referral from your physician that there is medical necessity. We will bill Medicare and your Medicare supplemental insurance plan (when applicable) for you. We will notify you of any outstanding balance due. We are not allowed to bill Medicare for a hearing test without a referral from your physician. If your physician has recommended a hearing test for medical reasons, please have him/her send/fax/email a referral to our office. *This is required before we can provide service.* If you do not have a physician referral based on medical necessity, you will be expected to self-pay in full at the time of service. *Please note: Medicare does not cover routine hearing evaluations for the purposes of obtaining hearing aids and does not cover any costs associated with hearing aids.*
 - ***Patients with insurance (other than Medicare supplements) with which Marin Hearing Center is contracted:*** We will file a claim on your behalf and will accept assignment (direct payment) from the insurance company according to the benefits outlined in your insurance plan. You will be expected to pay any outstanding balance, up to the contracted amount, to Marin Hearing Center.

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- ***Patients with insurances that are not contracted with Marin Hearing Center:*** Marin Hearing Center does not accept assignment from insurance companies with which we are not contracted. You will be expected to self-pay at the time of service and when products are ordered. We will then courtesy bill your insurance company, and payments from your insurance company will be sent directly to you, not to Marin Hearing Center. Your insurance company will determine the amount of reimbursement according to your plan. Any amount not covered is your responsibility.

- ***Patients Purchasing Hearing Devices:*** A \$500 deposit is due at the time of the hearing device order. The total cost of the hearing devices, less the deposit paid at the time of order, is due in full when hearing devices are fitted. However, if you have a hearing aid benefit through an insurance company with which we are contracted, we will bill your insurance and collect from you only the amount of your estimated liability at the time of the fitting, less the deposit paid at the time of order. Per legal requirements, your insurance company will not be billed until you have been fit with your hearing aid(s).

Please note that we do not have control over insurance company payments and the coverage quoted to us by the insurance company may not be the actual amount paid.

Acknowledgement of understanding and receipt:

I, _____ (please print), have read and understand Marin Hearing Center's Office Policies as outlined on both pages of this document and agree to these terms.

(Note: In the event legal action is necessary to enforce these policies, the prevailing party shall be entitled to legal fees and court costs.)

Patient's Signature

Date

Rev. 02/11/2019