

HAGEN BEYER SIMON ENT CLINIC APMC

SUMMARY OF PRIVACY PRACTICES

This summary of our privacy practices contains a condensed version of our Notice of Privacy Practices. Our full-length Notice is available upon request.

This information is made available on request by a patient.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY.

We understand that your medical information is personal to you, and we are committed to protecting the information about you. As our patient, we create medical records about your health, our care for you, and the services and/or items we provide to you as our patient. By law, we are required to make sure that your Protected Health Information is kept private.

How will we use or disclose your information? Here are few examples (for more detail please refer to the Notice of Privacy Practices that follows this summary):

- For medical treatment
- To obtain payment for our services
- In emergency situations
- For appointment and patient recall reminders
- To run our Practice more efficiently and ensure all our patients receive quality care
- For research
- To avert a serious threat to health or safety
- For organ and tissue donation
- For workers' compensation programs
- In response to certain requests arising out of lawsuits or other disputes

If you believe your privacy rights have been violated, you may file a complaint with the Practice or with the Secretary of the Department of Health and Human Services. To file a complaint with the Practice, contact our office manager. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

You have certain rights regarding the information we maintain about you. These rights include.

- The right to inspect and copy
- The right to amend
- The right to an accounting disclosures
- The right to request restrictions
- The right to a paper copy of this notice
- The right to request confidential communications

For more information about these rights, please request the detailed Notice of Privacy Practices.

HAGEN ENT CLINIC, AMPC

Patient Financial Agreement

The following information is provided to all of our patients, new and established, to inform patients of our office financial policies and of patient financial responsibility requirements. We make every effort to bill each visit with the proper diagnosis and procedure codes according to national coding guidelines. Please understand that we cannot make exceptions to our coding practices due to federal and state legal compliance concerns, and we are unable to bill for services other than those documented in your medical record. It is necessary to strictly enforce the policy of financial obligation. All co-pays, patient self-payment, and estimated care patient financial responsibility including injections, surgical procedures, and hearing test performed in the office may be paid by cash, check, VISA, MasterCard, Discover, or American Express. Only additional fees will be invoiced by the office to the patient. These are due within 30 days of receipt of invoice.

Please ask one of our team members if you have any questions regarding these policies.

- We will be happy to bill your insurance as a courtesy; however, all charges, regardless of insurance coverage are the patient's responsibility. We do expect payment for your portion at the time of service (co-pays, co-insurance, deductibles). We will attempt to confirm your insurance coverage prior to your treatment. It is your responsibility to provide current and accurate insurance information, including any updates or changes in coverage. Should you fail to provide this information, you will be financially responsible. We ask that if your insurance has not paid within 45 days that you follow up with them. Our office contracts with most insurance carriers.
- Specialized products such as Sublingual Immunotherapy Allergy Drops (SLIT) and Custom Ear Plugs will need to be paid in full by the patient at the time of service, as these products are not covered by insurance companies. Estimated care patient financial responsibility including injections and other office procedures must be paid for at the time of service. For specific examples, please reference Procedures In Office.
- For surgical care, we will pre-certify your insurance and obtain the estimated patient responsibility for the procedure. This amount is due at your scheduled pre-op appointment prior to the scheduled date of surgery. If the procedure results in additional charges, these fees will be billed to you. We would ask that you pay the balance within 30 days following your surgery. Acceptable payment includes cash, check, VISA, MasterCard, Discover or American Express.
- We routinely send our laboratory testing and biopsies to third-party laboratory companies. You may receive ancillary medical services while a patient of Hagen Beyer Simon ENT such as: anesthesia, interpretation of tests (e.g., Sleep Studies), neuropsychological testing, imaging services (e.g., x-rays, MRIs) and pathology specimen examination. By signing below, you understand that some physicians may not provide services in your presence, but are actively involved in the course of diagnosis and treatment. You may receive a separate bill from those facilities and or physicians for services provided. The aforementioned providers may or may not participate with your health plan. You may request that we refer your testing to another location. This request will need to be done with each visit.
- There may be a charge for a no show of \$25.00 for office visits and \$100 for surgical procedures. This fee is the responsibility of the patient and cannot be filed with insurance companies. Cancellation messages should be made with the office during regular business hours.

HAGEN BEYER SIMON ENT CLINIC APMC PROCEDURES IN OFFICE

Please be aware that certain procedures performed in our office are not included in the standard office visit. These procedures will be billed separately and in addition to office visit charges. We have become aware that some insurance carriers are classifying these procedures as “surgery” and applying the charges to your calendar year deductible. This may result in an insurance payment for an office visit but NOT the procedure. In such cases, payment for the procedure will be due from the patient. Be assured that we are following accepted billing and coding guidelines.

The providers of Hagen Beyer Simon only perform these procedures when deemed medically necessary to best diagnose and treat our patients. If you are presenting with a sinus, throat/voice complaint, symptoms of allergies, or hearing loss there is a possibility your provider will perform an additional procedure. Please contact your insurance provider to verify benefits and coverage information prior to having any services rendered.

Examples of in-office procedures include but are not limited to:

- CPT-30210 Proetz/Sinus Wash- This involves the flushing of the sinuses by filling one nostril with saline solution while the other nostril is being suctioned. As a courtesy to our patients, the maximum out of pocket for this procedure will be \$25.00.
- CPT-69210- Removal of Cerumen Impaction (Ear Wax): Maximum Out-Of-Pocket \$150.00 This involves the removal of impacted cerumen (ear wax) from one or both ears.
- CPT-31575 Flexible Laryngoscopy: Maximum Out-Of-Pocket \$200.00. This procedure involves passing a long thin flexible fiber-optic scope through the nasal cavity and into the throat.
- CPT-31231 Nasal Endoscopy: Maximum Out-Of-Pocket \$325.00. This procedure uses the flexible or rigid scope attached to a light source to view areas of the nasal cavities that cannot be viewed by the physician using the standard nasal speculum and head mirror.
- CPT-92511 Flexible Nasopharyngoscopy: Maximum Out-Of-Pocket \$200.00. This involves examining both the tissues of the nasal passages as well as the pharynx.
- CPT-30903- Cautery/Nasal Packing-. Maximum Out-Of-Pocket \$500.00. This procedure involves packing and/or using extensive cautery techniques to control nosebleeds.