

VICTORIA HEARING CENTER, LLC

117 Medical Drive, Suite 2 Victoria, Texas 77904 (361) 573-4832

Hearing Aid Payment Policy

Thank you for choosing our practice! We are committed to the success of your treatment and care. Please understand that payment of your bill is part of this treatment and care.

For your convenience, we have answered a variety of commonly asked financial policy questions below. If you need further information about any of these policies, please ask to speak with our hearing aid technician or the Practice Manager.

How May I Pay?

We accept payment by cash, check, VISA, Mastercard, Discover and CareCredit.

Will You File My Insurance?

Insurance is filed as a courtesy for a hearing aid purchase. If payment is made by your insurance company to our office, we will refund you the insurance payment less any possible outstanding balance. The refund is made by the initial form of payment. For example, if you paid by credit card, that credit card is credited. If you pay by check, then you are refunded by check.

Do I Need A Referral?

A physician referral is not required by us. However, a referral may be needed if your insurance or program requires one.

Do I Need Medical Clearance?

We recommend you have any medical issues with your ears attended to before the consult. Ears must be cleared of excess ear wax, blockages, fluid, or infection before we can test your hearing. This will insure a more accurate test. For your convenience, we are able to schedule you for an ENT physician appointment to have your ears checked on the same day as your hearing test and consultation. If you choose not to see a physician for medical clearance, we will have you sign a waiver that you chose not to see one.

What If My Child Needs A Hearing Aid?

State mandates for minors are different. A parent or legal guardian must accompany a minor. The accompanying adult is responsible for payment of the account. Any child under age 18 must receive medical clearance within 6 months of being fit with a hearing aid. If the child did not see one of our ENT's, we will need a physician referral and clearance for hearing aids. For your convenience, we can schedule an ENT physician visit on the same day as the hearing test and consultation.

What is My Financial Responsibility for Services?

Your financial responsibility depends on a variety of factors explained below.

Hearing Aids

If you have	You are Responsible for	Our Staff Will...
Commercial Insurance We are not in network for any form of commercial insurance plans	Payment of ½ of total balance upon order of hearing aid(s) Payment of remaining ½ balance upon fit and dispense of hearing aid(s)	Call your insurance company to determine Hearing Aid coverage your plan offers. File an insurance claim on your behalf.
Texas Workforce Commission	To obtain any necessary vouchers for payment from TWC. Payment of any coinsurance or deductible required by TWC upon fit and dispense of hearing aid (s)	Coordinate with TWC all necessary paperwork to ensure your hearing aid(s) request is handled in a timely manner. File an insurance claim on your behalf
Workers Compensation Harmony Services	If we have verified the claim with your carrier no payment is necessary at the time of the fit and dispense of the hearing aid (S) If we are not able to verify your claim. Payment of ½ of total balance upon order of hearing aid(s) Payment of remaining ½ balance upon fit and dispense of hearing aid(s)	Call your carrier to verify the accident date, claim number, primary care physician, employer information, and referral procedures. Provide your carrier with clinical information in order to receive an approval for the claim. File claim on your behalf.
Medicare We are not participating in any form of Medicare or Medicare Replacement Plans	Payment of ½ of total balance upon order of hearing aid(s) Payment of remaining ½ balance upon fit and dispense of hearing aid(s)	Medicare provides NO benefits for hearing aids
Medicare supplements We are not participating with any Medicare supplement Plans	Payment of ½ of total balance upon order of hearing aid(s). Payment of remaining ½ balance upon fit and dispense of hearing aid(s)	Typically most supplements provide NO benefits for hearing aids
Discount Plans	Payment of ½ of total balance upon order of hearing aid(s) Payment of remaining ½ balance upon fit and dispense of hearing aid(s)	We DO NOT participate with any discount plans