

PATIENT RESPONSIBILITIES

Vestibular Therapy Specialists is committed to providing you with the highest quality medical care. Because patients are ultimately responsible for the charges associated with their care, even when insurance is in place, you may find the following information helpful. We realize you have choices for your medical care and appreciate your choosing Vestibular Therapy Specialists.

Patient Responsibilities

You can help ensure an efficient experience by assisting with the following:

- Providing us with copies of any pertinent medical records, including tests (MRI/CT scan, EKG, audiogram, x rays, etc)
- Paying your estimated portion of charges at the time of services.
- Paying any additional amount owed when due.
- Knowing your insurance benefits and limitations.
- Ensuring there is an authorization for our providers to treat you if it is required by your insurance, including obtaining a referral.
- Completing any required incident/accident forms within 30 days of service.
- Maintaining a current account with Vestibular Therapy Specialists at all times with your address and contact number
- Cancellation Policy:
 - Providing us at least 24 hours advance notice from your appointment start time should you need to cancel or reschedule an appointment. If the appointment is on a Monday, we appreciate the cancellation to be the Friday prior if possible so we can fill your appointment with our waitlist.
 - Appointments canceled within 23 hours of appointment start time or not showing/no communication within 10 minutes of appointment start time, will ensue a \$120 visit cost.
 - If any technical issue occurs with our telehealth system, rescheduling of appointments will take place with no charge. Patients will be responsible for their own technical support if their device is malfunctioning and if no communication has been had within 10 minutes of appointment start time, a \$120 will ensue.
 - Please communicate with us 206-928-6001 so you do not obtain any of these charges.

Insurance coverage

At this time, we are contracted with a few insurance providers including Medicare Part B, Regence, Premera and First Choice Health. When we are contracted, please note that co-payments, co-insurance and deductibles are a contractual agreement between you and your insurance carrier. We cannot change or negotiate these amounts. Please contact your health plan/insurance carrier if you need further information regarding what your plan covers.

You understand and agree that Vestibular Therapy Specialists will not always check benefits prior to appointment and that it is the you, the patient, responsibility to verify if prior authorization or referral is necessary before your first visit.

For "Out of Network" services, you can request a Superbill of your sessions to submit the claims to your insurance companies. We do have a prompt payment option for out of network policies.

We will collect a credit card upon initial booking to ensure invoices for copayments, missed visits (see cancellation policy) or any unpaid balances are not outstanding. It is the patient's responsibility to cover any services that are charged but insurance does not cover. You agree to these terms when you sign this agreement.

Payment

Payment Options: We accept major credit card/debit cards for payment. We charge \$40 for any returned payment.

Alternative Payment Arrangements:

A conversation for alternative payment arrangements will need to occur prior to your first visit. If you are unable to pay your balance, please contact us to make alternative arrangements: 206-928-6001.

Signature:

Date: