

**Thames Hearing Services, Inc.  
324 Flanders Road  
East Lyme, CT 06333  
(860) 739-1864**

**Patient Financial Policy:**

Thank you for choosing Thames Hearing Services, Inc. as your hearing healthcare provider. We are committed to delivering outstanding audiology and rehabilitative hearing services.

All patients are expected to complete a patient information form annually and update this information with any changes. If applicable, valid insurance cards are required to be presented for copying at each visit.

Some insurance companies require a referral from your Primary Care Provider (PCP) for audiology services. Please contact your insurance company with any questions about your insurance benefits.

We participate in most major-medical health plans and have contracts with many HMO's, PPO's, insurance companies and Medicare. We are NOT participating providers for Medicaid. Our business office will submit a claim for any services rendered to a patient who is a member of one of these plans. If you provide us with secondary insurance information at the time of service, we will automatically file a claim after payment is received from the primary payer. If a patient is a member of any insurance plan that we do not participate with, the patient is expected to make payment at the time of service.

We cannot waive co-payments, deductibles, co-insurance, or non-covered service amounts, as defined under the terms of our contract with various health insurance plans. Co-payments and co-insurances are billed after your insurance company has processed your claim. A statement will be mailed out for any remaining balance on your account. Payment is due within 30 days of statement receipt. Cash, personal check, Visa, MasterCard, Discover, Amex and CareCredit are acceptable methods of payment. Please let us know if you are having difficulty paying your account, as we may be able to offer a payment plan based on your financial situation.

All patients with balances that remain delinquent after 90 days, will be notified by certified mail. With no response to requests for payment, patient-responsible balances will be referred to a collection agency. Additionally, you will be discharged as a patient of Thames Hearing Services, Inc. Once the account is turned over to the collection agency, the patient must settle the debt with the agency.

If you have any questions about your bill, or the status of your account, please contact Kelly Morris, Office Manager.