

Thames Hearing Services, Inc.
324 Flanders Road
East Lyme, CT 06333

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 pertinent information with any changes. All forms are available online at www.ThamesHearing.com. Proof of identification, current insurance cards and a list of medications are mandatory. Please note that some insurance companies require a referral from your Primary Care Provider (PCP) for audiology services. We have the right to deny patient care without this necessary information.

We participate in most major medical health care 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 covered by these plans. After payment is received from the primary payor, we will automatically file another claim to secondary insurance. If a patient has an insurance plan that we do not participate with, the patient is expected to make full payment at the time of service.

As defined under the terms of our contract with health care plans, **we cannot waive co-payments, deductibles, co-insurance or non-covered service fees.** 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 inform us if you are having difficulty paying your account in a timely manner, as we may be able to offer payment plan options.

All patients with balances that remain delinquent after 90 days, will be notified by certified mail. With no response within 15 days, patient responsible balances will be turned over to a collection agency. Once the account is turned over to the collection agency, the patient must settle the debt with the agency and will be immediately discharged as a patient.

If you have any questions about your bill, or the status of your account, please contact Theresa Grimm by phoning our office or via email at: theresa.grimm@thameshearing.com. This policy was last revised on 1/1/20.

