

WESTERN NEW YORK EAR, NOSE & THROAT, P.C.
Natalia D. Stachiw, M.D. & Michael J. Cipolla, M.D.
260 Redtail Road, Orchard Park, NY 14127
Phone: (716) 675-5711 EMR Fax: (716) 675-3197

Patient Financial Policy

Thank you for choosing Western New York Ear, Nose & Throat (WNYENT) as your ENT specialist. Please review the following information concerning our financial policies and aid you in planning for payment, if necessary.

Insurance Verification and Co-payment

The patient is expected to present an insurance card and photo identification at each visit. All co-payments and past due balances are due and payable at the time of service. By law we MUST collect your carrier designated co-pay. WNY ENT accepts cash(US dollars), personal check, VISA, MasterCard and Discover.

Unpaid accounts will be turned over to a collection agency after 90 days and you will be responsible for any collection fees which may be based on a percentage at a maximum of 33.33% of the debt, and all costs and expenses, including reasonable attorney fees, we incur in such collection efforts.

High Deductibles/Co-insurance Policy

High deductible plans are increasingly common. You should be aware if you have one of these plans. Deductibles and co-insurances are the patient's responsibility according to the contract with your insurance company. If you have not yet met your deductible, a down payment is expected at the time of each visit. Please be prepared to pay the deductible at each visit.

Down payment requirements: New patient visit \$100. Established office visit \$65. Audiology services \$75. Nasal or flexible laryngoscopy \$150. All surgical procedures require 75% down prior to day of surgery.

Please be prepared to pay for any additional services the provider may perform on the same day. The remainder fee will be billed. Any overpayment will be refunded.

Medicare

We will submit claims to Medicare. The patient is responsible for the deductible and the 20% co-insurance, which can be billed to a secondary insurance if you have one.

Self-pay

If you are uninsured, you are responsible for remitting payment in full at the time of service, unless prior arrangements have been made with the Billing Dept. If you are unable to remit payment in full and need to discuss payment options available to you, you must contact our **Billing Department at 716-332-2383**.

Website

For further information, please visit: **www.wnyent.com**. Our website can clarify participation with your insurance. We participate with most major insurance plans in Western New York.

General Information for New Patients:

- *Please be sure to have any records sent to our office prior to your scheduled appointment. If you have any recent radiological testing (CT, MRI, ultrasound), please request that this information be sent to our office.
- *Please arrive 15 minutes early to complete "new patient" paperwork
- *Bring applicable co-pay, coinsurance, deductible or payment.
- *Health insurance card(s) need to be given to receptionist at your first visit and scanned into your chart.
- *Bring valid insurance referral (if applicable) and treatment referral from your Primary MD.
- *Bring a current list of medications with dosage amounts.
- *Bring CT, ultrasound or MRI CD disc with you.
- *New **thyroid patients**: please bring any ultrasound reports, labs, biopsy results, and recent endocrine notes

PROCEDURES & SERVICES during your ENT visit

* **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 the office visit charges. We have become aware that some insurance carriers are classifying these procedures as "Surgery" and applying the charges to a higher deductible/copay amount. The result may be insurance payment for an office visit but not a 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 and that all procedures are performed in the best interest of patient care.

Examples of in-office procedures include:

Flexible Laryngoscopy: This procedure involves passing a long thin flexible fiberoptic scope through the nasal cavity and into the throat. The fiber-optic scope enables the physician to visualize areas of the throat not readily visualized.

Nasal Endoscopy: 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 standard nasal speculum and head light.

Nasal Endoscopy with Debridement : This is the same procedure as above with removal of crusting, scarring or other debris. This is often required after any sinus/ nasal surgery.

Biopsy of a lesion

Audiological Testing

Appointment Policy

It is the policy of this practice that we require 24 hours cancellation notice prior to the scheduled appointment time. If a patient fails to notify our office 24 hours prior to the appointment time, they are charged a \$25.00 fee.

Appointments that are a "no show" due to the patient not calling and canceling, the patient is charged a \$35.00 fee. If a hearing test was scheduled with that "no show" appointment, the charge will be \$45.00.

WNY, ENT, PC, understands that late cancellations and not showing for an appointment sometimes cannot be helped. As soon as you are aware that you will be unable to keep your appointment, you must notify the office immediately. This fee must be paid in full to WNY ENT, PC, before we can schedule your next appointment.

Please be advised that arriving more than 15 minutes late to an appointment may require you to be rescheduled if the provider cannot accommodate you.