



PRE-CERTIFICATION POLICY

Shea Ear Clinic has adopted the following policy for pre-certification on all insurance plans, health maintenance organizations and other reimbursement plans excluding Medicare:

- 1. When provided with complete insurance carrier information at admission, we will assist patients in pre-certifying their admission and stay as directed by their insurance company. Patients should contact their employer if they are unsure of their policy requirements regarding pre-certification.**
- 2. Regardless of the outcome of pre-certification efforts, Shea Ear Clinic will NOT be financially responsible for any reduction in payment or any penalty sustained by the patient or the guarantor. Nor will Shea Ear Clinic accept responsibility for pre-certification. Any failure of Shea Ear Clinic personnel to assist in this process will NOT make the Shea Ear Clinic financially liable.**
- 3. Shea Ear Clinic will hold the patient, or guarantor, responsible for all balances not paid by the patient's insurance company, HMO or other insurance reimbursement plan, regardless of the conditions of pre-certification, or the outcome of the process.**
- 4. Shea Ear Clinic acknowledges the pre-certification process may often be a complex and labor intensive exercise. With a vast multitude of insurance companies, insurance plans within the insurance companies, and other less traditional reimbursement plans, it is the patient's and/or the guarantor's responsibility to know the requirements of their policy. As the owner of the policy, it is imperative the guarantor understand all of the parameters of the plan they own. Accordingly, Shea Ear Clinic will not be held financially responsible when the plan requirements are not fulfilled to the satisfaction of ANY third party payor.**