



Important Update Regarding Changes to Our Billing Model

Dear Valued Patients,

I trust this letter finds you well. We are writing to inform you of some changes to our billing model that we have implemented starting January 1, 2024. These changes have been made with the goal of minimizing out-of-pocket expenses for our valued audiology patients and maximizing the benefits provided by insurance coverage.

We are transitioning from a bundled model to an unbundled model for billing. This means that all services, including appointments during trial periods, will be billed directly to your insurance. Before any services are rendered, we will notify you if your insurance covers the scheduled appointment. This proactive approach aims to keep you informed about potential out-of-pocket expenses, allowing you to make more informed decisions regarding your audiology care.

Upon receiving payment from your insurance provider, any applicable co-pays, deductibles, or co-insurance will be billed to you. This streamlined process aims to simplify billing procedures and keep you informed about your financial responsibilities.

Our commitment to your hearing health remains unwavering, and these changes are designed to enhance the overall experience of our hearing healthcare services. We appreciate your understanding and cooperation during this transition. If you have any questions or concerns regarding these changes, please do not hesitate to contact us and we will be happy to answer any questions or concerns you may have.

Thank you for choosing us as your audiology provider. We look forward to continuing to serve you and contribute to your optimal hearing health.

Sincerely,

Pacific Audiology Clinic Team