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IMPORTANT INFORMATION ABOUT INSURANCE PLANS AND BILLING

All HMO insurance plans (e.g. Keystone Health Plan East, Keystone First, Aetna, Amerihealth, etc.) require a referral from your Primary Care Physician(PCP). Please arrange to have the referral made out correctly **BEFORE** your visit. The staff cannot call for referrals while they are processing incoming patients.

If your insurance plan does not require a referral, you must bring a script obtained from the PCP. For hearing evaluations, the script must state “Hearing Test Evaluate and Treat”. For auditory processing evaluations, the script must state “Hearing Evaluation and Central Auditory Processing Testing”.

When scheduling your appointment, the staff will provide you the necessary information for your referral or script. They **CANNOT** obtain the referral or script for you.

Patients who come in for appointments without a referral or script or with incorrect scripts must reschedule their appointment.