Oticon Medical Insurance Services

Oticon Medical Insurance Services Team is here to make the process simple and easy for you and your hospital or clinic. We will work with you to do everything from verification of benefits to submitting the paperwork to insurance providers to request and receive pre-authorization for the procedure. We do this in a confidential and private manner to protect your healthcare information at every step of the process.

This enclosed packet has everything to need to get the process started:

Checklist to be completed by **You**:

- ☐ Insurance Services Intake Form (Page 1)
- ☐ Notice of Privacy Practices (Page 2)
- ☐ Patient Acknowledgements and Waivers (Page 3)
- ☐ Copy of Insurance Card(s) (clear/enlarged copies of the front & back)

Once you have completed all the documents listed above, please send via mail or fax as listed below:

Oticon Medical
580 Howard Avenue
Somerset, New Jersey 08873
Phone: 1.855.400.9761
Fax: 1.732.568.7130
Email: InsuranceServices@oticonmedical.com

If any of these documents are missing, we will not be able to begin the process. So please be sure you send ALL of these documents completed. Please feel free to contact us if you have any questions or need assistance.

Oticon Medical Insurance Services Intake Form

Return this completed and signed form to:
Oticon Medical, 580 Howard Avenue, Somerset, NJ 08873
Phone: 1.855.400.9761 | Fax: 1.732.568.7130 | InsuranceServices@oticonmedical.com

To be completed by You/User

PATIENT INFORMATION

Patient Name: _____ Date of Birth: _____ Gender: M ☐ F ☐

Address/City/State/Zip: _____

Phone: _____ Alternate Phone: _____

Patient's Parent/Legal Guardian or Authorized Contact Person: _____

Emergency Contact (Required): _____

Relationship to the patient: _____ Phone: _____

Patient Email: _____ Please email me updates on request status: ☐

Side(s) Implanted: Right: ☐ Left: ☐ Date of Original Implant: Right: _____ Left: _____

PCP Name: _____ PCP Phone: _____

INSURANCE INFORMATION

Primary Insurance:

Insurance Company Name: _____ Insurance Company Phone: _____

Member ID: _____ Group ID: _____

Subscriber Name: _____ Subscriber Date of Birth: _____

Subscriber Employer: _____

Type of Insurance Plan: ☐ PPO ☐ POS ☐ Medicare ☐ Medicaid ☐ Other: _____

Secondary Insurance:

Insurance Company Name: _____ Insurance Company Phone: _____

Member ID: _____ Group ID: _____

Subscriber Name: _____ Subscriber Date of Birth: _____

Subscriber Employer: _____

Type of Insurance Plan: ☐ PPO ☐ POS ☐ Medicare ☐ Medicaid ☐ Other: _____

Notice of Privacy Practices

To be completed by You/User

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Other Instructions for Notice

Effective Date of this Notice: February 01, 2017

Please complete this Acknowledgement and return it to Oticon Medical's Reimbursement Department either via fax to 732.568.7130 or by mail to 580 Howard Avenue, Somerset, NJ 08873.

ACKNOWLEDGEMENT

I hereby acknowledge receipt of Oticon Medical's Notice of Privacy Practices.

Patient Name: _____

Signature: _____ Date: _____

If the Patient is a minor child or dependent:

Parent or Legal Guardian Printed Name: _____ Date: _____

Relationship to the Patient: _____

Patient Acknowledgements and Waivers

To be completed by You/User

Assignment of Benefits

For Medicare Beneficiaries:
I understand that Medicare pays for sound processor implants and related surgical services under certain conditions. I understand that Oticon Medical will inform me in advance as to whether it expects Medicare to approve or deny coverage for the services I am seeking given my medical condition and other circumstances. I also understand that I may elect to receive a service from Oticon Medical, even if Oticon Medical believes that coverage by Medicare is unlikely.

If I receive sound processor implants and/or related services from Oticon Medical, by signing this form, I authorize and assign Oticon Medical the right to pursue and receive payment from Medicare, as well as the right to pursue all administrative appeals and litigation, and any other causes of action as necessary to pursue payment. I understand that even if Medicare pays Oticon Medical for the service provided to me, I may be responsible for a deductible, coinsurance, copayment, or other payment amount under the Medicare program rules. I understand that Oticon Medical may bill me for that amount, and I assume responsibility for its payment in full. I also understand that if I receive a service that Medicare does cover under any circumstances, or for which Medicare denies payment because of my medical condition and/or other circumstances, I may be billed by Oticon Medical for the cost of the services rendered to me and I assume responsibility for payment of the billed amount in full. I also understand that if Medicare denies payment for a service I have received, I have the right to appeal that determination.

For All Other Beneficiaries:
I authorize and assign Oticon Medical the right to pursue and receive payment from my insurance carrier, as well as the right to pursue all administrative appeals and litigation, and any other causes of action as necessary to pursue payment related to my receipt of sound processor implants and/or related services from Oticon Medical.

Financial Liability

I understand that if my health insurance does not provide coverage for, or denies payment for, any of the services provided to me, Oticon Medical may bill me for those services, unless doing so would be prohibited by state or federal law, and I assume responsibility for payment of the billed amount in full. I also hereby transfer and assign to Oticon the proceeds of any claim, proceeding, suit and/or action for damages payable to me, my representative or my estate, up to the cost of those services provided to me by Oticon Medical not covered by my health insurance.

I certify that the financial and insurance information I supplied is correct and that I have been informed of my financial obligations.

Use of Information

I understand that my signature on this form gives Oticon Medical the authority to use and/or release my protected health information for treatment, payment and health care operations and as further set forth in the Notice of Privacy Practices. I have received a copy of patient handouts that include the notice of privacy practices (requires signature), description of services – including how to contact the company and how to file a grievance or complaint, patient bill of rights and responsibilities and Medicare supplier standards.

I certify that I have read these documents/policies and my signature indicates my understanding and consent.

Patient Name: _____

Patient's Signature: _____ Date: _____

If the Patient is a minor child or dependent:

Parent or Legal Guardian Signature: _____

Relationship to the Patient: _____ Date: _____

20-90202 19900-9131/10.20

Release of Medical Information Authorization

I authorize Oticon Medical's Insurance Reimbursement Support to release pertinent information about my medical condition for the purpose of securing health insurance benefits information, authorization or payment for devices or services. I will provide a current copy of any insurance identification cards, policy numbers and demographic information to Oticon Medical upon request. I also authorize Oticon Medical Insurance Reimbursement Support to act as my representative and on my behalf to secure all authorization necessary from my insurance company regarding procedures or orders involving a medical device manufactured by Oticon Medical, including, if necessary, any appeal of a denial of benefit and in billing my insurance carrier for replacement parts. I understand that I may revoke this authorization at any time by giving my physician or Oticon Medical a statement to withhold my personal and medical information from that time forward.

Assignment of Benefits

I request that payment of authorized insurance benefits be made on my behalf to Oticon Medical for any equipment or services provided to me by Oticon Medical.

I understand and agree that a copy of this authorization and/or assignment of benefits, when signed by me, my authorized representative, or a legal guardian, may be sent to my insurance company or health care provider, if requested. A copy of this authorization and assignment of benefits shall be as valid as an original, and Oticon Medical may refer to my signature on file regarding this authorization and/or this assignment of benefits.

By my signature, or an authorized signature, or checking the box to agree to the Terms and Conditions online, I understand and agree to the following:

Financial Liability

I am financially responsible to Oticon Medical for any charges not covered by my health care benefits and for any portion of any charges denied by my health care benefits, in accordance with applicable law;

I am responsible to notify Oticon Medical of any changes in my address and in my health care coverage, and failure to do so may result in delays in processing my order or inability to process my order;

In some cases, exact insurance benefits cannot be determined until the insurance company receives the claim and this may delay the processing of my order with Oticon Medical;

Since I am assigning to Oticon Medical my right to receive payment directly from my insurance company or from Medicare or Medicaid, if I receive payment directly, I agree to reimburse fully Oticon Medical upon request for the cost of my order(s) and I understand that Oticon Medical has the right to recover its cost of collection from me if I fail to reimburse Oticon Medical properly and timely, in this circumstance;

I will promptly (within 5 business days) forward all insurance correspondence (such as explanation of benefits and other similar forms or communication) related to my order(s) to Oticon Medical' address below;

I acknowledge receiving or viewing online a copy of Oticon Medical Notice of Privacy Practices; and

I understand that Oticon Medical will endeavor to obtain authorization from my insurance provider to reimburse my healthcare provider or Oticon Medical for services or items that may be covered. However, there is no guarantee that Oticon Medical will receive authorization or payment from my insurance provider.

Use of Information

I understand that Oticon Medical is a supplier of medical devices and I should rely on my own health care provider for medical advice, diagnosis, and expected outcome of the use of an Oticon Medical implantable device. Enclosed herewith, I received a copy of the Billing Service Recipient Bill of Rights and Responsibilities, DME POS Supplier Standards, Notice of Privacy Practices and a Billing Service description. I have received the product manual/instructions and warranty information, if applicable. I understand that I may lodge a complaint without concern for reprisal, discrimination or unreasonable interruption of service by calling customer service at **888-277-8014**. I understand that the **Billing Service hours of operation are 9:00 am to 5:00 pm ET**. If I experience an emergency, I should contact my own health care provider.

Release of Medical Information Authorization

By signing, I hereby certify that the information I have provided in this form is truthful, correct, and complete, and I understand and agree to the terms of this authorization and assignment of benefits. I acknowledge that any inaccurate information provided in this form or omission of accurate information may delay the processing of my claim and/or my order(s), and/or shall be grounds for Oticon Medical to cease providing parts, repairs, or service to me.

Acknowledgment

I hereby acknowledge receipt of Oticon Medical's Notice of Privacy Practices:

I certify that I have read these documents/policies and my signature indicates my understanding and consent.

Patient Name: _____

Patient Signature: _____ Date: _____

If the Patient is a minor child or dependent:

Parent or Legal Guardian Signature: _____

Relationship to the Patient: _____ Date: _____

20-116490/12.20