

CEI/CSI/LTHF

Non-Standard Appointment Policy

Effective 3/1/2008

Each medical service provider at CEI, CSI, and LTHF has their own clinic hours:

<u>Provider</u>	<u>Hours</u>
Dr. Roberson	Tuesday 11 am to 4 pm Wednesday 8:30 am to 12 pm and 1 pm to 4:30 pm
Dr. Dear	Tuesdays 8:30 am-12 pm Every other Wednesday 8:30am-12 pm Thursdays 8:30 am to 12 pm and 1 pm to 4:30 pm Fridays 8:30 am to 12 pm and 1 pm to 4:30 pm
Hearing Device Center	Monday to Friday, 8 am to 12 pm and 1 pm to 5 pm
Annie Vranesic	Monday/Wednesday 9am-12pm and 12:30pm-4:30pm Tuesday 2pm-4:30pm Thursday/Friday 8am-12pm and 12:30pm-3:30pm
Jennifer Eckenhoff	Monday and Friday 8am-12pm and 1pm-4pm Tuesday 1pm-5pm
Dr. Vaughan	Monday 9 am to 12 am and 1 pm to 5 pm and Thursday 8 am to 12 pm and 1 pm to 5 pm
Kathleen Low	Tuesday 8 am to 12:00 pm Friday 1 pm to 5 pm

In order for medical service providers at the California Ear Institute, California Sinus Institute, and the Let Them Hear Foundation to continue to be able to provide optimum medical care for all of our patients regardless of whether or not the issue is urgent, we must begin billing a surcharge for services provided outside of the provider's normal clinic hours, or services that are booked on a more urgent basis than "next available appointment" You will not be billed for this service if you have had surgery in the previous 10 days (90 days if a major procedure) or if your Monday to Friday non-standard appointment is scheduled with one of CEI or CSI's fellows. For all other situations, non standard appointments will be billed with the following surcharge in addition to the costs associated with all services received at the appointment:

99050	Appointment outside of normal office hours	
	Before open, at or after close, or during lunch	\$50
99058	Urgent Disruptive Service	\$50
99051	Saturday Clinic	\$25

CEI billing staff will submit claims for these services on your behalf to your insurance company. Medicare will not reimburse for these services. To determine whether and how much of this charge may be reimbursed by your private insurer, you may call the customer service number on the back of your insurance card, provide them the 5 digit code starting with "9" listed above, and ask them if this code is covered and what your specific financial responsibility will be with respect to this code.