Columbus Speech & Hearing Center
2424 Double Churches Road
Columbus, Georgia 31909
(706) 324-6112 / (706) 596-8259 fax

***PEDIATRIC AUDIOLOGY INFORMATION PACKET***
***DIAGNOSTIC EVALUATION***

***Cover letter***
***Driving Directions to CSHC***
***If you intend to seek insurance reimbursement***

***Patient Intake & Insurance Information***
***Your Childs Hearing History Form***
***Consent to Treat***
**Telehealth Member Consent Form**

***In order to be able to properly complete, save and resend, please adhere to the following steps:***

***1. Download and save to your computer 1st***
***2. Reopen the document and complete form***
***3. Save and then attach in an email to svitale@cshcga.com***
***4. *Print your name in signature blocks. Upon arrival at CSHC you will be asked to sign where needed.***

***In order to have a diagnostic appointment schedule, please either: 1) complete and email these forms to Sam Vitale at svitale@cshcga.com, 2) hand deliver to our office, or 3) mail them back via USPS. Upon receipt, and review, Sam will contact you to schedule an appointment. Thanks in advance for completing these forms, we look forward to seeing you in our office.***

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To Parent/Guardian:

Your physician has referred your child to Columbus Speech & Hearing Center for a speech/ language/ swallowing or occupational therapy evaluation.

In order to proceed with scheduling an appointment, please complete the enclosed documents and return them to us as soon as possible. When we receive the completed documents, we will contact you to schedule the evaluation appointment.

Please tell us the best way to contact you (check all that apply):

- Phone – give us the number to call _____
- Text – give us the number to text _____
- EMAIL – give us your email address _____
- Please tell us when it is best to contact you _____

- Text – **Opt in for TEXT reminders to avoid no-show and late fees.**
  - ☐ I have opted in for TEXT reminders to be sent to me
  - ☐ I do not want TEXT reminders

If you have questions about scheduling, contact Sam Vitale at 706-324-6112, extension 203. Feel free to leave Sam a voice message if she is not available.

Please note that once the evaluation appointment is scheduled this time is dedicated just for your child. If you need to cancel or change the appointment, please contact us 48 hours prior to the appointment to avoid a $50.00 rescheduling fee.

We look forward to seeing you soon.

Chris Weik
Front Office Supervisor
cweik@cshcga.com 706 324-6112 ext 230

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*Enclosed forms for your general information:*

1. *This cover page*
2. *Driving directions to Columbus Speech & Hearing Center*
3. *If You Intend to Seek Insurance Reimbursement*

*Materials to return to Columbus Speech & Hearing Center before an initial visit is scheduled:*

1. *Patient Insurance Information*
2. *Case History Form*
3. *Consent to treat*
4. *Telehealth Member Consent Form*

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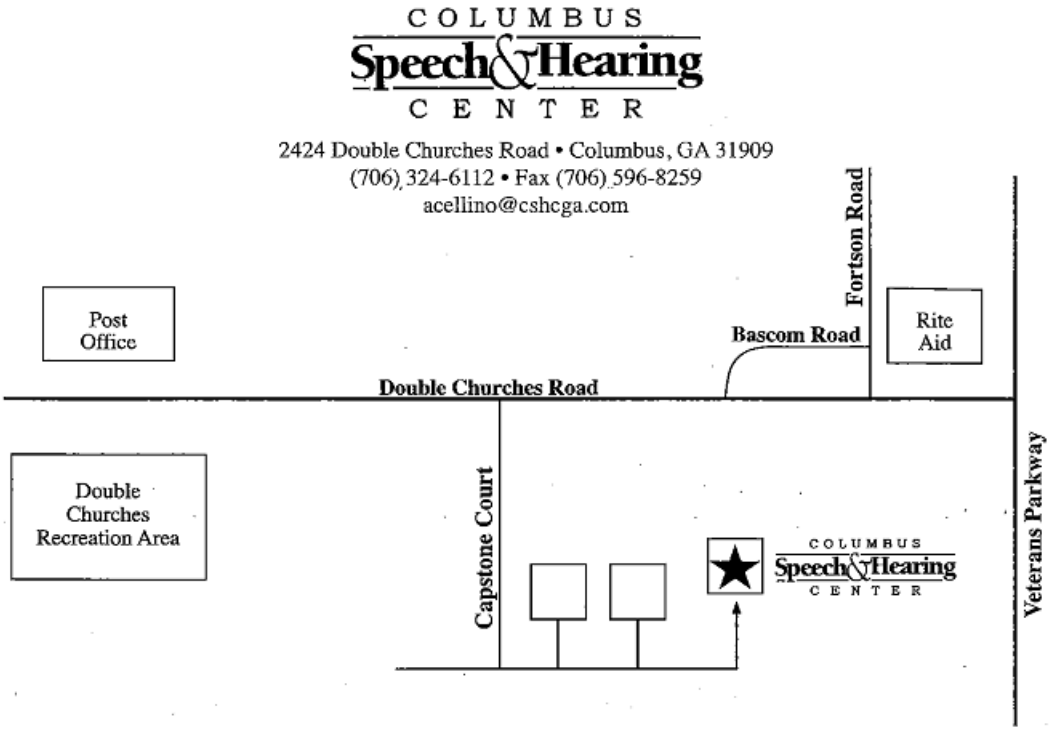
# *Directions to Columbus Speech & Hearing Center*




**Coming from LaGrange/Atlanta (I-185 South)**

- Take Williams Road, Exit 12
- Turn Left onto Williams Road
- Continue on Williams Rd for almost a mile
- Turn Right onto Fortson Road
- Stay on Fortson until you come to traffic light
- Turn Right onto Double Churches Rd
- Pass Palms Apts on Left; CSHC is next entrance on Left

**Coming from Ft Benning (I-185 North)**

- Take Exit 10 towards US-27/US-80/GA22/Macon/Phenix City, Al
- Keep Right to GA-22 East/US-80E ramp towards US-27 Macon
- Keep Right to take Veterans Pkwy ramp
- Turn Right on Veterans Parkway
- Cross over I-185; Turn Left onto Double Churches Road
- Pass North Lake Center and Palms Apts; take next entrance to Left to CSHC

**Coming from East/Midland (JR Allen/US-80)**

- Take Exit 4 towards I-185/Atlanta/Ft Benning
- Keep Right to US-27/GA-1/Veterans Pkwy ramp
- Go through traffic light onto Double Churches Road
- Pass North Lake Center and Palms Apts; take next entrance on Left

**Coming from Phenix City (US 80 East)**

- Take Exit 4 towards US-27/GA-1/Veterans Pkwy/Moon Road/I-185/Ft Benning/Atlanta
- Stay in Right lane and merge onto Veterans Pkwy/US-27 N/GA-1 toward Hamilton
- Turn Right onto Veterans Parkway
- Turn Left onto Double Churches Road
- Pass North Lake Center and the Palms Apts; take next entrance on the Left

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***IF YOU INTEND TO SEEK INSURANCE REIMBURSEENT***

Columbus Speech & Hearing Center is an approved provider for multiple insurance companies. You should know that insurance companies frequently list speech therapy, audiology, and occupational therapy as reimbursable services, but that is not a guarantee of payment, particularly if the disorder is not due to a "medical" condition. Before your first visit, our staff will contact your insurance company and determine if the diagnostic evaluation is covered, if you have related deductible or co-pay. We will share that information with you before your visit here.

Before your first visit, we need:

1. Your physician to send us a prescription for a speech, language, occupation, balance and/or hearing evaluation. These scripts are faxed to our office (Fax: 706-596-8259)
2. A copy of your insurance card, front and back, if that presents a problem, you may provide that at your appointment.
3. A completed *Patient Intake and Insurance Information* form, which is enclosed

If therapy is needed and you intend to seek insurance reimbursement:

1. Insurance companies typically require a written Diagnostic Evaluation, which we provide with a request for prior authorization of therapy. We notify you of their response before therapy starts.
2. Insurance companies may require periodic (usually on 6 month intervals) re-evaluations with progress reports. These entail additional reports, updated treatment plans, and staff time. Applicable fees are charged to the patient as "Additional services".
3. In general, we cannot negotiate with your insurance company on your behalf. In case of denials, we will provide any information they request, such as diagnostic reports or daily treatment notes. Will share all knowledge we have of what triggered the denial. If it is due to clerical error on our part, we will correct those errors and resubmit the claim. If it is due to the insurance company's coverage restrictions, we cannot negotiate with them on your behalf.
4. You are ultimately responsible for payment in full for any professional services rendered, regardless of your insurance status. Understand that prior authorization for a procedure is not always a guarantee of payment by the insurance company.

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## *PEDIATRIC PATIENT INTAKE AND INSURANCE INFORMATION*

| **LAST NAME** | **FIRST NAME** | **MI** | **BIRTHDATE** |
|---|---|---|---|
| | | | |

| **PRIMARY CARE PHYSICIAN** | **SSN** | **SEX** |
|---|---|---|
| | | |

**PARENT INFORMATION**

| **MOTHER'S INFORMATION** | **FATHER'S INFORMATION** |
|---|---|
| NAME: | NAME: |
| ADDRESS: | ADDRESS: |
| OCCUPATION: | OCCUPATION: |
| EMPLOYER: | EMPLOYER: |
| BIRTHDATE: SSN | BIRTHDATE: SSN |
| HOME PHONE:<br>CELL PHONE:<br>WORK PHONE: | HOME PHONE:<br>CELL PHONE:<br>WORK PHONE: |
| EMAIL: | EMAIL: |

**INSURANCE IDENTIFYING INFORMATION**

| | **PRIMARY INSURANCE** | **SECONDARY INSURANCE** | **TERTIARY INSURANCE** |
|---|---|---|---|
| NAME OF INSURANCE | | | |
| NAME OF POLICY HOLDER | | | |
| RELATIONSHIP TO PATIENT | | | |
| POLICY NUMBER | | | |
| GROUP NUMBER | | | |
| PROVIDER CUSTOMER SERVICE NUMBER | | | |
| PLAN TYPE: HMO, POS, PPO | | | |

**PATIENT VERIFICATION OF ACCURATE INSURANCE INFORMATION AND RESPONSIBILITY FOR PAYMENT**

I understand and agree that I am ultimately responsible for payment in full for any professional services rendered, regardless of my insurance status. The information listed above is true and accurate to the best of my knowledge. I understand that all claims are subject to individual contract policy and to medical necessity review. Prior authorization for a procedures is not a guarantee of payment. I will promptly notify you of any changes in my health care coverage or the above information.

_____ _____

Patient signature or Parent if patient is a minor Date

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# YOUR CHILD'S HEARING HISTORY

**Name**_____ **Birthdate**_____**Today's Date:**_____
How did you hear about us?_____To whom should reports go: _____

## Reason for current visit

What is the purpose of today's visit? (What are your concerns?) _____
_____
Identify concerns of teachers, or family members, about your child's hearing: _____
_____

| Yes | No | Specific questions about your child's hearing history |
|---|---|---|
| ☑ | ☑ | 1. Does your child respond to sound consistently? |
| ☑ | ☑ | 2. Do you repeat often for your child to understand? |
| ☑ | ☑ | 3. Does your child like to sit close to the TV or does he/she turn up the volume? |
| ☑ | ☑ | 4. Has your child had a formal hearing test by an audiologist? When & where? |
| ☑ | ☑ | 5. Does anyone in your family have a hearing loss? |
| ☑ | ☑ | 6. Did your child pass the newborn hearing test? |
| | | **Specific questions about your child's ear history** |
| ☑ | ☑ | 1. Has your child had ear infections? If yes:<br>a. Did they occur in the first 18 months of life? ☑ How many?_____<br>b. At what age did the first ear infection occur? ☑ How many since then?_____<br>c. When did the last ear infection occur? _____<br>d. How long does it take for an ear infection to clear? |
| ☑ | ☑ | 2. Is your child currently taking antibiotics for an ear infection? |
| ☑ | ☑ | 3. Has your doctor ever reported fluid behind your child's eardrum? |
| ☑ | ☑ | 4. Has your child complained of pain, discomfort, or ringing in the ears? |
| ☑ | ☑ | 5. Has your child had any balance, nausea or dizziness problems? |
| ☑ | ☑ | 6. Has your child ever been seen by an ENT physician? |
| ☑ | ☑ | 7. Has your child ever had pressure equalizing tubes for chronic ear infections?<br>How many sets of tubes? At what ages? |

## Hearing aid history: if your child has ever worn a hearing aid, please answer the following

1. Does your child wear one now? What make and model?
2. When did your child first start wearing a hearing aid?
3. When did you purchase the present hearing aids?
4. Have the aids been satisfactory or unsatisfactory and why?
5. How many hours a day are they worn?
6. How often do you replace the batteries?

## Social/developmental History

1. How well does your child interact with others his/her own age?
2. Describe progress in school
3. At what age did your child walk? Say his first word? Phrases?

## Specific questions about your child's general health & medical history

*Check any of the following that your child currently has or has had:*

| | | | | | |
|---|---|---|---|---|---|
| Frequent colds | ☐ | Head trauma | ☐ | Holes in eardrums | ☐ |
| High fevers/serious illness | ☐ | Difficulty breathing | ☐ | Transfusions | ☐ |
| Seizures/convulsions | ☐ | Birth complications | ☐ | Jaundice | ☐ |
| Autism/ASD | ☐ | ADHD/ADD | ☐ | | |

1. List any chronic illnesses: _____
2. List all current medications: _____
3. List any surgeries: _____
4. Describe any problems with your pregnancy or delivery with this child:_____
   _____
5. Check any of the following that apply to your pregnancy: ☐ premature delivery ☐ Rh factor ☐ TORCH infection ☐ Birth complications ☐ Illness during pregnancy
6. What was the baby's birth weight?

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Patient Name: DOB: Age: Account:

**Instructions:** Please **initial** beside each of the following items, indicating your authorization or agreement.

| Date | Yes, I agree | No, I do not agree | |
|---|---|---|---|
| | | | **CONSENT FOR TREATMENT**<br>I hereby consent to such diagnostic procedures, and medical treatment, which in the judgment of my Physicians may be considered necessary or advisable while a patient at Columbus Speech and Hearing Center |
| | | | **ASSIGNMENT OF BENEFITS:**<br>I hereby authorize payment directly to Columbus Speech & Hearing Center of the Medical Benefits, otherwise payable to me for services described above, but not to exceed reasonable and customary charges for those services. I understand and acknowledge that this assignment does not relieve me of my financial responsibility. If payment has not been received from the insurance carrier, *I accept personal liability for the charges not reimbursed by Insurance within 45 days.* |
| | | | **AUTHORIZATION TO RELEASE INFORMATION:**<br>I consent to the release of relevant diagnostic, therapy , or other related materials to qualified professional personnel in furtherance of clinical services on behalf of me or my minor being seen; or for whom I am legally responsible, as deemed medically necessary by the attending Speech-Language Pathologist and/or Audiologist at Columbus Speech and Hearing Center. |
| | | | **ACKNOWLEDGEMENT OF RECEIPT OF *NOTICE OF PRIVACY PRACTICES***<br>(you may refuse to sign this acknowledgement) I have received a copy of this office's *Notice of Privacy Practices.* |

_____ _____ _____
Signature Date Witness

MEDICARE OR MEDICAID AS SECONDARY INSURANCE

I am aware that I am personally responsible for any and all Medicare co-pays, co-insurance, and deductibles for Speech and/or Hearing evaluations or therapy. I am aware that Columbus Speech and Hearing Center cannot bill Medicaid for services rendered on patients over 21 years of age. I agree to pay all monies due to Columbus Speech and Hearing Center at the time services are rendered or upon receipt of an invoice for services rendered by Columbus Speech and Hearing Center.

_____ _____ _____ _____
Patient Name Date Parent/Guardian Signature Witness

FOR OFFICE USE ONLY

We have attempted to obtain written acknowledgement of receipt of our *Notice of Privacy Practices*, but acknowledgement could not be obtained because:

- ☐ Individual refused to sign
- ☐ Communication barriers prohibited obtaining the acknowledgement
- ☐ An emergency situation prevented us from obtaining acknowledgement
- ☐ Other (please specify)

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## Telehealth Member Consent Form

**PATIENT NAME: _____**

**DATE OF BIRTH: _____**

**INSURANCE/MEMBER ID: _____**

1. **PURPOSE:** The purpose of this form is to obtain your consent to participate in a telehealth consultation in connection with one or a combination of the following service(s):

   Speech, Audiology, and/or Occupational Therapy

2. **NATURE OF TELEHEALTH CONSULT:** During the telehealth consultation:
   a. Details of your medical history, examinations, x-rays, and test will be discussed with other health professionals through the use of interactive video, audio, and telecommunication technology.
   b. A physical examination of you may take place.
   c. A non-medical technician may be present in the telehealth studio to aid in the video transmission.
   d. Video, audio and/or photo recordings may be taken of you during the procedure(s) or service(s).
3. **MEDICAL INFORMATION & RECORDS:** All existing laws regarding your access to medical information and copies of your medical records apply to this telehealth consultation. Please note, not all telecommunications are recorded and stored. Additionally, dissemination of any patient-identifiable images or information for this telehealth interaction to researchers or other entities shall not occur without your consent.

4. **CONFIDENTIALITY:** Reasonable and appropriate efforts have been made to eliminate any confidentiality risks associated with the telehealth consultation, and all existing confidentiality protections under federal and Georgia state law apply to information disclosed during this telehealth consultation.

5. **RIGHTS:** You may withhold or withdraw consent to the telehealth consultation at any time without affecting your right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.

6. **DISPUTES:** You agree that any dispute arriving from the telehealth consult will be resolved in Georgia, and that Georgia law shall apply to all disputes.

7. **RISKS, CONSEQUENCES & BENEFITS:** You have been advised of all the potential risks, consequences, and benefits of telehealth. Your health care practitioner has discussed with you the information provided above. You have had the opportunity to ask questions about the information presented on this form and the telehealth consultation. All your questions have been answered, and you understand the written information provided above.

I agree to participate in a telehealth consultation for the procedure(s) described above.

Signature:_____ Date: _____

If signed by someone other than the patient, indicate relationship: _____

Witness Signature: _____ Date: _____