



## Welcome to our Office

For \_\_\_\_\_ Appt \_\_\_\_\_

[www.entcentergr.com](http://www.entcentergr.com)

\_\_\_\_\_ 655 Kenmoor Ave. SE  
Grand Rapids, MI 49546  
(616) 575-1212

\_\_\_\_\_ 2373 64<sup>th</sup> Street, SW Suite 2300  
Byron Center, MI 49315  
(616) 531-4464

**Chad E. Afman, M.D.**  
**Sherman A. Sprik, M.D.**

**John M. Kosta, M.D.**  
**Mark R. Winkle, M.D.**

We appreciate your selection of this office to serve your medical needs, and we will do the best we can to provide quality care. Please take a moment to read the following about our office and your upcoming appointment.

**What Services Do We Provide?** We are medical doctors practicing the specialty of otolaryngology, which is care of the ears, nose, throat and head/neck surgery. We also have a staff of audiologists who perform hearing evaluations here in our office, as well as offer hearing aid services.

**Your Appointment:** Please take a moment to fill out the enclosed **Registration** form and the **Medical History** form as completely as possible. Bring these forms with you, along with your **Health Insurance Cards**. Also, if you have had any test performed **related** to your medical problem, please bring them with you. Please do not **rely** on your physician's office or the hospital to do so. Examples would be hearing tests, sleep studies, or sinus x-rays (written reports must be included). If you have had a CT scan or MRI done, it is important that you get the **actual films**, or a **CD** of your films, from the facility where it was performed and bring those to your appointment.

Both of our offices are barrier free, and a wheelchair is available. We prefer at least one parent to accompany a patient under the age of 18. Because of the nature of our treatment, especially when a procedure or hearing test needs to be performed, please plan on being here an hour or more. Occasionally emergencies delay us, but a sincere attempt will be made to see you in a timely fashion. If the patient does not speak English, please see that an interpreter is at the appointment as well.

**Parking:** Free parking is provided at each office adjacent to the building

**Office Hours:** The Kenmoor office is open from 8:00am to 5:00pm Monday through Friday, except during the lunch hour. The Southwest office is open Monday mornings and Tuesday through Friday afternoons. Because the Southwest office is occasionally closed during those times, someone may not be there if you do not have an appointment.

Our telephones are answered from 8:15am to 12:30pm and 1:00pm to 4:45pm Monday through Friday. If you have a question about your bill or insurance coverage, you can reach the **Insurance Department** directly at **(616) 575-1204**. Questions about our hearing aid services can be directed to **(616) 575-1213**.

**Surgery:** We perform surgery at the Spectrum Health facilities, Saint Mary's Health Care facilities and East Leonard Surgical Center. Our nursing staff makes those arrangements and will provide you with necessary information. We encourage you to discuss all aspects of surgery in advance, including the surgical fee, so we both know what to expect. A specified period of office visits afterwards is usually included in the fee (usually three months), excluding tests, procedures, or services due to unanticipated changes in your medical condition.

**Fees and Insurance:** You will find that the fees charged by us are comparable to those in this area. They are set to help cover all the expenses of running a quality health care office. Please be prepared to pay on your account when you are here. **Visa, Mastercard, and Discover** credit/debit cards can be used. **If you do not have insurance, the fees for the visit will be expected at the time of service.** Health insurance is complicated today! We will do our best to be clear about what plans we do and do not have contracts with, but please understand that the information we are given is not always accurate.

We do participate with Medicare, Priority Health, Blue Care Network, all BCBS including MESSA, United Health Care, Cigna, Aetna, Grand Valley Health Plan, some Medicaid plans, Tricare/Champus, ProAmerica, First Health, Preferred Choices, PPOM plans, and the MMPC network. If your plan is an **HMO (such as Priority Health)**, or other managed care plan, all of your services here must be authorized in advance by your primary care physician. Please have your PCP fax a written referral to (616)575-1219. You may check our website for the most up to date information on which insurance companies we participate with. **Insurance co-payments are due at the time of your visit.**

Hearing Resources, our audiology department, does participate with several insurance providers for hearing aid coverage, which is separate from the medical office. Please contact **(616) 575-1213** if you have questions regarding that.

As a courtesy to you, we will bill your insurance for you. By the law, the insurance company is required to pay or reject the claim within 30 days. Any secondary insurance will be billed once we receive payment from your primary insurance. Your insurance will be billed as many times as necessary in a 60 day time frame. If we have not heard from your insurance within that time, the balance becomes your responsibility.

**Insurance we DO NOT participate with:** We will be happy to bill your insurance for you. You will be responsible for any balance left after your insurance pays us. If your insurance is not one we participate with, you will be responsible for your bill at the time of service, and it may be collected before you are seen.

**Blue Cross Blue Shield:** We will bill BCBS for you, including your initial consult. Please BE AWARE that under many BCBSM plans, consults and office calls are NOT a covered benefit. Please call BCBSM if you have any questions about what is covered under your plan. You are responsible for any balance not paid by BCBSM.

**Any Questions?** Please do not hesitate to ask! The best medical care is based on understanding and trust.

**KENMOOR OFFICE**

(Take Cascade Rd. East, exit 40B, 1<sup>st</sup> light past overpass)

**SOUTHWEST OFFICE**

(M-6 and Byron Center Rd. area)