



Midwest Ear, Nose & Throat Associates

8600 N. State Route 91, Suite 300
Peoria, IL 61615
(309) 691-6616
Fax (309) 691-2943

1600 S. 4th, Suite 120
Morton, Illinois 61550
(309) 284-0164
Fax (309) 266-9716

Otolaryngologists:

Morris H. Cohen, M.D. - 1914–2002
Robert T. Parrish, M.D.
James C. Hertenstein, M.D.
Michael J. Gooatee, M.D.
Randall L. Wilcoxon, PA-C
Rich A. Miller, PA-C

www.mw-ent.com



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I have read and understand the insurance information and financial policies of Midwest Ear, Nose & Throat and Midwest Hearing Center.

Signed: _____
Patient or Responsible Party

Date: _____

ABOUT YOUR PHYSICIANS



Morris H. Cohen, M.D., 1914 – 2002

Midwest Ear, Nose and Throat Associates was founded by Dr. Morris Cohen who recruited Dr. Robert Parrish in 1987, and Dr. James Hertenstein in 1989. A native of Peoria, Dr. Cohen opened his practice here in 1947. As both gentleman and scholar, he set the standard for excellence in our specialty for years to come. His enormous experience and ethical approach to our profession are the firm foundation of our association.



Robert T. Parrish, M.D.

A native of Nauvoo, Illinois, Dr. Robert Parrish came to Peoria in July 1987 in association with Dr. Cohen. He obtained his M.D. degree from the University of Illinois College of Medicine at Peoria in 1981. Upon successful completion of his surgical internship at St. Francis Hospital in 1982, he commenced his specialty training in the Department of Otolaryngology- Head and Neck Surgery at Ohio State University and Columbus Children's Hospital. In addition, he completed a year long fellowship in head and neck surgery at Memorial Sloan Kettering Cancer Center in New York. Board certified in Otolaryngology, Dr. Parrish is a clinical instructor at the University of Illinois College of Medicine in Peoria. He is a Fellow in both the American Society of Head and Neck Surgery and The American College of Surgeons. Dr. Parrish lives in Peoria with his wife Diane and their five children.



James C. Hertenstein, M.D.

Dr. Hertenstein was born in Peoria, Illinois and grew up in Morton, as well as abroad in Tokyo, Japan and Melbourne, Australia. He attended the University of Illinois where he majored in Chemistry. Upon graduation, medical training was completed in 1981 at the University of Illinois College of Medicine in Peoria. Following a one year surgical internship in Roanoke, VA, he completed a four year residency in the Department of Otolaryngology-Head and Neck Surgery at the University of Virginia. Dr. Hertenstein practiced for 2 1/2 years in Asheville, North Carolina before "returning home" to Peoria where he joined Dr. Cohen and Dr. Parrish in January 1989. He is Board Certified in Otolaryngology and a Fellow of the American College of Surgeons. He is a clinical instructor of Otolaryngology at the University of Illinois College of Medicine in Peoria. His special interests include pediatric otology, endoscopic sinus surgery, surgery for sleep apnea and snoring, and cosmetic and functional nasal reconstruction (Rhinoplasty).

Dr. Hertenstein resides in Morton with his wife, Amy, and their three sons. He enjoys composing and recording music in his spare time.



Michael J. Gooatee, M.D.

A native midwesterner, Dr. Michael Gooatee was born and raised in Waterloo, Iowa. He attended the University of Northern Iowa where he majored in Chemistry and Biology, graduating Magna Cum Laude. He completed medical school at the University of Iowa College of Medicine in 1989. Upon completion of a two year general surgery internship in Cincinnati, Ohio, he completed an additional four years of specialty training in the Department of Otolaryngology-Head and Neck Surgery at the University of Cincinnati.

He is Board Certified in Otolaryngology and a Fellow of the American College of Surgeons. He spent a significant amount of time at Children's Hospital of Cincinnati and continues to have special interests in pediatric otolaryngology, surgery for sleep apnea and snoring, endoscopic sinus surgery, and disorders of the voice and larynx (laryngology). He is a clinical instructor of Otolaryngology at the University of Illinois College of Medicine in Peoria, and enjoys teaching residents and medical students.

Dr. Gooatee resides in Peoria with his wife, Dianne, and their two children. He enjoys swimming, weight lifting, and beer home brewing.



Randall Wilcoxon, PA-C

Randall was born in Canton, Illinois, and grew up on a farm in the Canton area. He earned a Bachelor of Science degree from Olivet Nazarene University. He then attended the University of Washington in Seattle where he completed the Physician Assistant program in the School of Medicine in 1985.

He is board certified by the National Commission for Certification of Physician Assistants. He has practiced in Family Medicine and Surgery since 1985 and enjoys treating children and adults.

Mr. Wilcoxon resides in the Chillicothe area with his wife, Elaine and their three children. He enjoys photography, biking, swimming, and computers.



Richard A. Miller PA-C

Rich was born in Peoria, Illinois, and grew up out in the country south of Tremont. He graduated from Eastern Illinois University in 1993 with a teaching degree in mathematics. After working as a Certified National Ski Patrolter in Keystone, Colorado, he returned to the Midwest to attend Physician Assistant School at Saint Louis University. He was President of his class, graduated in 2000, and is Board Certified by the National Commission for Certification of Physician Assistants. The first eight years of his career were spent treating kidney disease and hypertension. Rich joined Midwest ENT in October 2008 and resides in Morton with his wife, Julie, and their two daughters. Hobbies include snow skiing, biking, camping, and attending outdoor concerts in the summer.



Midwest Ear, Nose & Throat Associates



Midwest Hearing C.E.N.T.E.R.

Insurance Information and Financial Policies

THIS FORM IS TO BE SIGNED & PRESENTED AT CHECK-IN

Thank you for choosing the providers at Midwest Ear, Nose & Throat. This document is designed to introduce you to our practice policies. We have attempted to answer a variety of questions for you. If you need further information, please call our office prior to your appointment.

What is my insurance coverage?

Your insurance coverage is an agreement between you and your insurance company and/or your employer and your insurance company. Even though we may be a provider in your Health Insurance Network, it is not a guarantee of payment. Each policy has its own guidelines and limitations. We will attempt to clarify policies as we understand them but the ultimate responsibility is the patients to understand their coverage.

Do I need a referral?

If you are a member of an HMO, you will need a written referral from your primary care physician. **If we have not received this authorization prior to your arrival in our office, your appointment will be rescheduled or you will be required to sign a waiver and pay the charges for your visit that day.**

What plans does Midwest Ear, Nose & Throat participate in?

Our providers participate with numerous carriers such as Caterpillar, Blue Cross Blue Shield, Humana, Health Alliance and Medicare. It is the patient's responsibility to verify our participation in their plan with both our office and their insurance company. Often times we will have terminated with a plan and they continue to list our providers as participating.

What is my financial responsibility for services?

You are responsible for all co-pays and deductibles on the date of service and for charges not paid by your insurance company. If your insurance company denies a claim it then becomes your financial responsibility. If you are not covered by an insurance plan you are required to pay all charges on the date of service.

How may I pay?

We accept cash, check, Visa, MasterCard and Discover. Care Credit is available for those who qualify.

Office Visits and Office Services

What if my child needs to see the physician or provider?

If the patient is a minor they must be accompanied by a parent or legal guardian. This adult is responsible for the payment of services including co-pays. If the parent or guardian is not able to accompany the child, they should send a signed release with the party bringing the patient. No surgery or testing will be scheduled unless a parent or guardian is present. Foster parents must obtain consent for medical treatment from their Department of Children and Family Services or licensing organization. This permission must be provided to our office on the date of service.

What if the physician/provider recommends surgery?

Our surgery scheduler will answer specific questions, discuss paper work and pre-testing involved during the scheduling process. We will pre-certify all procedures as required by your insurance company. Pre-certification is not a guarantee of payment. Each company determines payment when the bill is submitted. The patient is responsible for selecting an in-network hospital and physician and should verify this prior to surgery.

As a patient what am I responsible for?

You must know the date of your appointment, the time, the location and arrive on time. As a courtesy we make every effort to make a reminder call prior to your visit, however, this is not always possible.

Bring appropriate referrals, co-pays, test results, records, x-ray films, photo ID and a CURRENT insurance card. Failure to do so may result in canceling and rescheduling your appointment.

Notify the nurse of a required hospital/laboratory where specimens should be sent or testing scheduled.

If You Have...	You Are Responsible For...	Our Staff Will...
Commercial Insurance also known as Indemnity, "regular Insurance"	Payment at time of service	File insurance on your behalf.
HMO & PPO plans with which we have a contract	If the services are covered by the plan: All applicable co-pays and referrals are required at the time of the visit. If the services you receive are not covered by the plan: Payment in full is required at the time of the visit.	File insurance on your behalf.
Blue Cross Blue Shield	Payment of co-pay. Provide us with your group number. If it is not on your card you can obtain it from your employer.	File insurance on your behalf.
Medicare	If you have regular Medicare no payment is necessary at the time of service.	File primary and secondary claims. Bill you for any co-pay or deductible.
Medicare HMO	You must have a written referral from your primary care physician. Pay co-pay.	File claims.
Caterpillar-Hourly Staff	Payment of office charge and any non-covered services day of visit.	File claim on your behalf.
Caterpillar-Management	Payment of office charge and any services not covered by your insurance.	File claim on your behalf.
No Insurance	Payment in full at time of visit. Surgical patients will be required to make prepayment of the estimated surgical charge prior to the date of surgery. This prepayment arrangement should be made with the billing department.	Work with you to settle your account.
Medicaid	Referral from your primary care physician. Payment of co-pay at time of service. Current IDPA card. Primary insurance card/information if TPL is on card. We do not accept Medicaid as a secondary insurance.	File claim.