



Frequently Asked Questions (FAQs)

Are SeniorWell's services covered by Medicare?

Medicare typically covers exams for Podiatry, Optometry, and Audiology. However, Medicare **WILL NOT** cover dentistry, eyeglasses, dentures, or hearing aids. In addition, Medicare **WILL NOT** cover deductibles, co-insurances, and/or co-payments.

Does SeniorWell accept alternative means of payment?

Yes. In addition to Traditional Medicare, there are also commercial insurances that may cover SeniorWell's services. Please call SeniorWell's Customer Care Center at 1-844-882-3127 to further discuss acceptable means of payments and fees.

What if I do not have an insurance that covers SeniorWell's services?

You will be responsible in full for services provided to you. The most common procedures performed by SeniorWell and their fees are listed below. To further discuss fees, please contact the SeniorWell Customer Care Center at 1-844-882-3127.

Does SeniorWell offer a warranty for their prosthetics?

Absolutely. Should you have any problems related to a SeniorWell prosthetic, please contact the Customer Care Center at 1-844-882-3127.

Are there any hidden fees?

No. SeniorWell will bill all services to applicable Medicare and commercial insurances before billing the responsible party. In the event payment is due through private funds on subsequent non-annual visits, authorization from the responsible party will be obtained prior to rendering care.

What if I have a billing issue?

Please contact the Customer Care Center at 1-844-882-3127 and we can further discuss your specific scenario.

When will I begin receiving services?

The Classic at Hillcrest Greens will have the most up-to-date information regarding the next time SeniorWell will be on site for each specialty. You are always welcome to contact the Concierge Desk to confirm that you are on the next list for receiving services.

What does SeniorWell charge for each service?

SeniorWell understands that everyone's needs are unique, and care is determined on a patient to patient basis. Unfortunately, this makes it difficult to prematurely define amounts for services without assessing the patient first.

However, SeniorWell also understands that these amounts are important to our clients. Listed below is an average charge per visit since December 2018. Also provided are the common procedures performed for each service. SeniorWell may modify their charges at any time.

SERVICE	AVERAGE CHARGE PER VISIT* (since December 2018)	COMMON PROCEDURES PERFORMED
Audiology	\$144.00	Examination of the ears; speech recognition; ear wax removal; identification of reason(s) for hearing loss
Dentistry	\$115.00	Examination of the mouth; assessment of problem focused areas; cleaning above and/or below the gum line
Optometry	\$96.00	Examination of the eyes; determination of eyeglass prescription per eye
Podiatry	\$61.00	Examination of the feet; cutting, trimming, and/or thinning of the toenails, removal of nail bed

*Please keep in mind that these are amounts prior to billing insurances. Your insurance(s) may cover your visit.

What if I have additional questions?

Please contact the SeniorWell Customer Care Center at **1-844-882-3127**.