

POLICY – Patient Billing
Effective date: April 1, 2014
Revised: March 1, 2017

NuVasive Clinical Services Monitoring, Inc. (“NCS”) provides intra-operative neurophysiologic monitoring (“IONM”) services. IONM technical services are provided by on-site technologists employed by NCS, supported by physicians who provide physician monitoring services in real time via online connection. IONM services are provided under a contractual arrangement between NCS and the hospital. It is the responsibility of the patient’s surgeon to let the patient know if he/she is requesting IONM for the surgery.

This policy is intended for patient information and is publicly available on the NCS website at www.nuvasive.com (under Services).

Coverage

A claim for IONM services provided will be submitted to the patient’s insurance plan. Some insurance providers will not pay for intraoperative neurophysiological monitoring services. Therefore, it is a good idea for patients to check, or ask the surgeon’s office to check, with the insurance carrier before surgery.

Network Participation

Our physicians have limited in network participation: they accept Medicare and many participate with Blue Cross/Blue Shield. Depending on the patient’s insurance plan, this means that the patient may be receiving IONM services from an out of network provider. Patients should check with their carrier to find out what this means for them. It may be necessary for the patient to ask the surgeon to obtain pre-authorization for IONM services.

Billing Process

After surgery, the patient will receive a letter from NCS explaining the billing process.

The charges for the monitoring services are billed directly to the insurance provider (including Medicare). It takes approximately thirty days for the claim to be processed, but may take longer. After the insurance company notifies us of the amount of the patient’s co-pay, co-insurance and deductible, the patient will receive a statement for the amount owed. Note that physician bills may come from one of four practice groups: American Neuromonitoring Associates, P.C., Midwest Neuromonitoring Associates, PLLC, Pacific Neuromonitoring Associates, Inc. and North Pacific Neuromonitoring Associates, P.C.

After receiving a bill, if the patient has concerns about his/her financial ability to pay the amount owed, the patient should contact the patient financial services department at the number below and request information about our financial hardship policy and monthly payment plans.

If patients have any questions about the bill they receive from us, call us at 1 866-763-1110, Monday, Tuesday and Friday between 8.00am and 4.30pm EST, and Wednesday and Thursday between 8:00am and 7:00pm EST.

If patients have questions about the amount the insurance company has paid, or an explanation of benefits they receive, please contact the insurance plan directly.