

What is Intraoperative Neuromonitoring (IOM)?

IOM is an integral part of many surgeries, including neurosurgery, orthopedic spine surgery, peripheral nerve surgery, vascular surgery and otolaryngologic surgery. Any surgical procedure that involves your surgeon operating close to delicate nerves and their supporting vascular structures inherently places those structures at risk. IOM provides early warning to your surgeon by providing real-time neurophysiological data during your procedure. This data helps prevent or minimize potential surgical injury and post-operative deficits.

Your surgeon requested a member of the highly qualified neurophysiology staff at NuVasive Clinical Services™ (NCS) to perform your IOM. NCS neurophysiologists and interpreting physicians are there to focus on your specific needs during the procedure. Having neurophysiologists in surgery facilitates effective communication among caregivers, helping improve recognition and response to changes in your neurophysiological status.

What can I expect before, during and after surgery?

At NuVasive Clinical Services™ we realize you have been given a great deal of information about what is going to happen on the day of your surgery. Remembering everything you have been told can be a challenge. Here is a recap of what you can expect regarding IOM before, during and after surgery.

Before Surgery:

Wherever possible, just prior to surgery, your NCS neurophysiologist will meet with you and may perform a brief exam. At this time, you may ask your neurophysiologist questions about IOM. Your neurophysiologist will ask you to sign a consent and assignment of benefits form confirming your consent for IOM services and authorizing payment of insurance benefits to NCS. This form will also allow NCS to appeal or advocate on your behalf with your insurance company if needed. Note that if the form is not signed at time of surgery, you can expect to receive another assignment of benefits form in the mail after surgery for signature and return to NCS.

During Surgery:

Once you have been given anesthesia, your NCS neurophysiologist will apply a series of sterilized subdermal (beneath the skin) electrodes and surface adhesive pad electrodes to various parts of your body. The placement of each electrode is very specific to the type of surgery that you will have. These electrodes transmit signals from your nervous system to a special computer that is being controlled by your neurophysiologist. The data captured by these electrodes is communicated by your neurophysiologist to your surgeon, in real time, during surgery. As an additional protective measure, NCS may provide a remote physician specializing in neurophysiologic monitoring to assist your neurophysiologist and interpret the IOM data.

After Surgery:

A report will be generated by your NCS neurophysiologist (and oversight physician if applicable), which will become part of your medical record with your medical facility and/or surgeon's office. There is little risk associated with IOM, but you may experience some minor bleeding, bruising or muscle soreness from the subdermal electrodes and there is a minimal risk of unplanned injuries to the tongue, teeth or lips.

IOM Reimbursement and Payment

If physician services are provided those services will be billed separately to your insurance provider.¹ **Note that the monitoring physician may be out of network.** Please visit our website at www.nuvasive.com/ncs to learn more about patient billing and view a list of monitoring physicians and the plans in which they participate. Your insurance provider may then send you an explanation of benefits (EOB) outlining the charges for the monitoring services you received. **The EOB is not a bill from NCS.** It tells us how the insurance claim was processed and the amount of any coinsurance or deductible you may be responsible for based on your plan benefits. After NCS receives the EOB, we will send you a statement for the amount you owe, based on the applicable co-pay or deductible. For billing questions, please call **866-702-1790**.

Billing FAQs

Q: What should I do when I receive an Explanation of Benefits (EOB) from my insurance company?

A: No immediate action is needed. Please note that an explanation of benefits from the insurance company is not a bill from NuVasive Clinical Services (NCS). You will receive a separate bill from NCS for the amount of a co-pay, co-insurance or deductible that is identified by your insurance payer as your responsibility.

Q: What should I do if I receive a check from the insurance company?

A: Although we will follow up with your insurance provider about the status, claims information is often sent directly to the insurance plan member (note that this often happens with Blue Cross accounts). Please forward any payment or correspondence you receive to our office as soon as possible. This will help us to update your account and apply payments properly. If the check is sent directly to you, please forward the check (or write a new check after depositing the insurance payment) and a copy of the EOB to the NCS office at 10275 Little Patuxent Parkway, #300, Columbia MD 21044. To endorse the check, sign on the back and write the name of the physician group that shows on the EOB below your signature. Please call **800-955-0079** with any questions.

Q: I received a bill from NuVasive Clinical Services (NCS) – can NCS appeal on my behalf?

A: If the EOB and the bill you receive from NCS show that your claim was processed on an out-of-network basis, and you want to ask your insurance company to re-process the claim, NCS can assist. Please call **800-955-0079** and request that NCS send an out-of-network appeal to the insurance carrier. NCS will send you another bill when the outcome of the appeal is known.

Q: What do I do if I have concerns about my ability to pay the bill?

A: Please call **800-955-0079** and request information about our financial hardship policy and monthly payment plans. NCS does make reasonable efforts to collect all amounts owed, but does not refer overdue patient accounts to a collection agency.

For further information about IOM services and billing and insurance information, visit us at www.nuvasive.com/ncs



NuVasive Clinical Services has demonstrated its commitment to outstanding patient care by earning The Joint Commission's Gold Seal of Approval.

¹NCS partners with the following physician entities and the bill will be generated in the name of the group that provided the service: American Neuromonitoring Associates, P.C., Midwest Neuromonitoring Associates, PLLC, or Pacific Neuromonitoring Associates, Inc.