

An introduction to

Intraoperative Neuromonitoring

Protecting you during surgery

This booklet provides general information on intraoperative neuromonitoring (IOM). It is not meant to replace any personal conversations that you might wish to have with your physician or other member of your healthcare team. Not all the information here will apply to your individual treatment or its outcome.



Supporting your peace of mind

Your surgeon may choose to utilize a service known as intraoperative neuromonitoring (IOM) to help monitor your condition during your procedure, which may decrease the chance of nerve damage during surgery.

What is IOM?

Surgical procedures can involve surgeons operating close to delicate nerves which inherently places those nerves at risk. IOM helps a surgeon evaluate the condition of the nervous system around which he or she is operating. If your surgeon elects to use IOM, then neurophysiologists and/or interpreting physicians can be there to focus on a patient's nervous system during the procedure. Having neurophysiologists in surgery facilitates effective communication among caregivers, helping improve recognition and response to changes in your condition.



What to expect during surgery

Preparation for surgery includes having discussions with your surgeons and asking any questions you may have. Prior to surgery, your physician will review your condition and may discuss any health problems, medications that you are taking, and/or allergies.

Once you have been admitted to the hospital, you may be taken to a pre-op room and prepared for surgery. This may include instructions about the surgery, anesthesia, and the postoperative period. At this time, you will be prepared for IOM if the surgeon chooses to implement this as a part of your surgery.

The first part of the IOM process will involve placing electrodes on the body. These electrodes may help to monitor your unique neural functions associated with the brain, spinal cord, and peripheral nerves. Once the electrodes are in place, they are connected to specialized monitoring equipment, which is used to run tests and monitor how the nervous system may be affected during surgery.

It is important that you discuss the potential risks, complications, and benefits of IOM with your surgeon prior to receiving treatment.

For further information about IOM services, risk considerations, and billing and insurance information, visit us at **[nuvasive.com/ncs](https://www.nuvasive.com/ncs)**

Billing for IOM

The facility where your surgery is being performed contracts with NuVasive Clinical Services™ (NCS) to provide IOM services. The IOM services provided by the NCS neurophysiologist are generally paid for by the facility.

NCS partners with a number of physician groups to provide the professional oversight of the IOM services. Coverage for the professional oversight will depend on your plan and the insurance provider. The physician overseeing your monitoring will submit a separate bill to your insurance. You may be responsible for the amount of any co-pay, co-insurance, or deductible. Note that the monitoring physician may be out of network. Please visit our website at nuvasive.com/ncs to learn more about patient billing and view a list of monitoring physicians and the plans in which they participate.

For billing questions, please call **888.464.2466** (toll free). NCS representatives are available to assist you Monday-Friday, 8:00 a.m.–4:30 p.m. EST. After hours callers may leave a message requesting a return phone call.

Billing frequently asked questions

What should I do when I receive an explanation of benefits (EOB) from the Insurance Company?

No immediate action is needed. Please note that an explanation of benefits from the insurance company is not a bill from 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.

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

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 **888.464.2466** with any questions.

I received a bill from NCS. Can NCS appeal on my behalf?

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 **888.464.2466** 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.

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

Please call **888.464.2466** 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 collections agency.

Notes

Resources

For more information about IOM, please visit:

[nuvasive.com/ncs](https://www.nuvasive.com/ncs)

If you would like to learn more about patient support and education for chronic back, leg, and neck pain sufferers and their loved ones, please visit:

[thebetterwayback.org](https://www.thebetterwayback.org)

If you have any questions about IOM or spine surgery, please call or visit your physician, who is the only one qualified to diagnose and treat your spinal condition. This patient information brochure is not a replacement for professional medical advice.

About The Better Way Back[®]

The Better Way Back is a nationwide patient support program created by NuVasive[®], a leader in developing minimally invasive, procedurally-integrated spine solutions. The Better Way Back is a free community built on the power of empathy, and is dedicated to providing hope, support, and information to individuals suffering from chronic back, leg, or neck pain.

Through its Patient Ambassador Program, The Better Way Back pairs patients considering spine surgery with patients who have previously undergone a spine procedure. Ambassadors volunteer their time to discuss their experiences in order to provide additional, first-hand perspectives.

To learn more about The Better Way Back, please



call **1.800.745.7099**



visit **thebetterwayback.org**



text "TBWB" to **858.360.8292**

Intraoperative Neuromonitoring



NuVasive Clinical Services is a division of NuVasive, Inc.

NuVasive, Inc.

7475 Lusk Blvd., San Diego, CA 92121

+1 800.475.9131

©2019. NuVasive, Inc. All rights reserved. The Better Way Back is a registered trademark of NuVasive, Inc. NuVasive Clinical Services is a trademark of NuVasive, Inc. 9501560 D

[nuvasive.com/ncs](https://www.nuvasive.com/ncs)

