

An introduction to

Intraoperative neuromonitoring

Protecting you during surgery

This booklet provides general information on intraoperative neuromonitoring (IONM). 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 IONM to help monitor your condition during your procedure, which may decrease the chance of nerve damage during surgery.

What is IONM?

Surgical procedures can involve surgeons operating close to delicate nerves which inherently places those nerves at risk. IONM helps a surgeon evaluate the condition of the patient's nervous system during surgery. If your surgeon elects to use IONM, then a neurophysiology technologist and, if applicable, monitoring physician may be engaged to focus on your 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 surgeon and asking any questions you may have. Prior to surgery, your surgeon will review your condition and may discuss any health problems and/or allergies you have, as well as medications that you are taking.

On the day of your surgery, you may be taken to a preoperative room and prepared for surgery. This may include instructions about the surgery, anesthesia and postoperative period. At this time, you will be prepared for IONM if the surgeon chooses to implement this as a part of your surgery.

Once you have been given anesthesia, the neurophysiology technologist may apply a series of sterilized subdermal (beneath the skin) electrodes and surface adhesive pad electrodes to various parts of your body. These electrodes transmit signals from your nervous system to a special computer that is being controlled by your technologist. The data captured by these electrodes is communicated by your technologist to your surgeon and monitoring physician (if applicable) in real time during surgery.

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

Billing questions? Contact us.

- For general billing inquiries, call **888.464.2466**
- For patient billing inquiries, call the patient care team at **833.529.6665** or email **ncspatientcare@nuvasive.com**



IONM reimbursement and payment

If monitoring physician services are provided, those services will be billed separately to your insurance provider. Monitoring physician bills may come from one of three practice groups: American Neuromonitoring Associates, P.C., Midwest Neuromonitoring Associates, PLLC, or Pacific Neuromonitoring Associates, Inc.

After the claim is processed, your insurer will issue an explanation of benefits (EOB) outlining the charges for the monitoring services you received. **The EOB is not a bill** from NuVasive Clinical Services (NCS) and it does not mean you are being “balance billed.” It explains 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.

Depending on your insurance, the monitoring physician may be out-of-network. If you receive services from an out-of-network physician but you were treated at an in-network facility, applicable law may require insurance plans and the IONM provider to limit the amount you may owe. Visit our website at [nuvasive.com/NCS](https://www.nuvasive.com/NCS) for information about protection from surprise medical bills.

During the claims processing, NCS may ask that you provide additional information about your insurance coverage, or ask that you sign and return an assignment of benefits (AOB) authorizing payment of insurance benefits to NCS and allowing NCS to appeal on your behalf. The AOB allows NCS to engage with your insurer on your behalf in order to have the claim paid correctly.

Network participation

Our monitoring physician practice groups are expanding their in-network participation. They are Medicare enrolled providers and participate with a growing number of Blue Cross, Medicaid and other commercial payer networks listed on our website at [nuvasive.com/NCS](https://www.nuvasive.com/NCS). Depending on your insurance plan, this means that you may receive IONM services from an out-of-network provider.

Patient billing frequently asked questions

What should I do when I receive an EOB from my insurance company?

No immediate action is needed. Please note that an EOB 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 can I do if my claim was processed out-of-network but my surgery was at an in-network facility?

If you were treated at an in-network facility and you believe your claim was processed out-of-network in error, please contact the patient care team (contact information on page 3). Applicable law may require insurance plans to limit the amount you may owe an out of network provider if you receive care at an in-network hospital but are treated by an out-of-network provider. If this happens and you receive a bill, NCS can assist by asking your insurance provider to re-process the claim and re-calculate your cost-share so that it does not exceed the amount that would apply if the IONM services had been furnished by a participating provider. NCS relies on your plan to tell us what your cost-sharing amount is, which is based on your individual plan benefits and accumulated costs that are applied toward your deductible at the time of service.

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

Although we will follow up with your insurer about the status, claims information is often sent directly to the insurance plan member. 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 contact the patient care team (contact information on page 3) with any questions.

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

Please contact the patient care team (contact information on page 3) to request information about our financial hardship policy and monthly payment plans.

Resources

For further information about IONM services, risk considerations, and billing and insurance information, visit us at **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, visit **thebetterwayback.org**

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



Recovery from something as significant as spine surgery doesn't just happen—**it's achieved.**

The Better Way Back[®] is a free patient education and support program for those suffering from a spinal condition. We provide patients a safe space for compassionate discussion on all things spine, because we understand that a prepared, educated and supported patient has a greater chance of a successful recovery.

The Better Way Back champions that journey back to health by fostering a community exclusively for patients, by patients. We connect patients with others who have experienced similar challenges and recovered from spine surgery. Our recovered patients volunteer their time to share the modern, evolving story of life after back surgery. You don't have to face this journey alone. Join our nationwide community today!



Visit
tbwb.org/join



Call
[1.800.745.7099](tel:1.800.745.7099)



Text "TBWB" to
[858.360.8292](tel:858.360.8292)

thebetterwayback.org

THE
**BETTER
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supported by NuVasive

Intraoperative neuromonitoring



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