

INSURANCE AND BILLING

After surgery, your insurance company (or companies) will be billed by:

- ◆ Northwest NeuroSpecialists (NNS) for the surgeon & the surgical assist
- ◆ The Facility – Northwest Medical Center or Northwest Tucson Surgery Center
- ◆ The Anesthesiologist
- ◆ Radiology, if applicable
- ◆ Laboratory and Pathology, if applicable

Northwest NeuroSpecialists will be happy to assist you in the filing of your surgical claim. In order to file your claim on your behalf, we will need copies of all your current insurance cards. If you do not provide accurate insurance information, you will be responsible for payment of our full surgical fees.

Your insurance carrier(s) will process the claims of the providers mentioned above and they should notify you in writing through an Explanation of Benefits (EOB) of how much they paid each provider based on your benefit plan. If you do not receive this notice from your insurance company, you may need to contact them directly to facilitate processing of the claim(s). Once the insurance company has paid the providers, each provider will send you a statement showing any balances owed by you for deductibles, co-insurance and copayments.

If the insurance company does not respond to our request for payment, you may be sent a statement and asked to contact them to determine why the claim is not being paid. We will be happy to work with you in this situation, but ultimately, it is your responsibility to pay the bills for services timely and completely.

There are occasions where the insurance company sends payment for services directly to the patient instead of Northwest NeuroSpecialists. If this should occur, we ask that you deposit the check to your account and then send us a check for the amount you were paid to:

Northwest NeuroSpecialists PLLC
5860 N La Cholla Blvd Suite 100
Tucson AZ 85741

Please enclose a copy of the Explanation of Benefits you received with the check, if possible.

MEDICARE PATIENTS

NNS is a participating provider with Medicare and therefore, we will bill Medicare on your behalf. You may be responsible for any annual deductible and co-insurance, unless you have a Medicare supplement policy that may cover some or all of these charges. Please let our office know of any supplemental coverage you have at the time of your first visit.

If you have replaced your Medicare coverage with another insurance company, we must verify that NNS is participating with that coverage prior to any services being provided. In many cases, NNS must request prior authorization for surgical services from these plans.

PRIVATE INSURANCE PATIENTS

As a courtesy to you, NNS will bill all insurances, whether we are contracted with the plans or not. It is your responsibility to provide us with all the necessary information (ID Number, Group Number) along with a copy of your insurance card(s). As we have no control over the terms of your insurance coverage, filing of your claims to your insurance carrier does not relieve you of the responsibility for payment for full charges.

If NNS is a contracted provider, and your coverage indicates that your policy has a deductible, copayment or co-insurance, it will be expected that you will be responsible for payment of such amounts as shown on the Explanation of Benefits. If the insurance company denies payment of your claim, you will be responsible for payment of the full charge.

Northwest NeuroSpecialists is a participating provider with local and national insurance carriers. Please call our office if you wish to verify our current participation with your insurance company. Please do not utilize insurance carriers' provider listings that are printed or Internet based as they may not be updated frequently.

NNS may be able to provide our services out of network although your benefit coverage may not be the same as with a participating provider. You may be subject to a larger deductible and/or a greater out-of-pocket expense for co-insurance and copayments.

PAYMENT METHODS

NNS accepts payments made in person, over the phone or by mail. We accept VISA, MasterCard, Discover & American Express, along with checks, money orders and cash. Please make any checks payable to Northwest NeuroSpecialists.

NNS also recognizes that you may need to make payment arrangements. NNS offers budget payment arrangements, based on individual circumstances. Our budget plans do not incur any interest payments or late fees as long as timely payment is made according to the agreed upon schedule. Please call our Patient Account Specialist at 520-742-7890, extension 112 to discuss your individual situation.

A statement is mailed to your last address on file if any balance is due after your insurance(s) process our claims. Balances are due and payable within 30 days unless payment arrangements have been made as discussed above. Balances after 30 days accrue late fees and collection activity is used when no payments have been made after 90 days.

If you have any **QUESTIONS ABOUT BILLING**, please contact the NNS Billing office, Monday – Friday from 9:00 a.m. – 4:30 p.m. at (520) 742-7890 or (800)-637-4576.

Other Helpful Phone Numbers:

Northwest Medical Center/Customer Service (520) 469-8118

Northwest Tucson Surgery Center (520) 731-5537

Southern Arizona Anesthesiologist Service

(520) 795-7650

Radiology Limited

(520) 795-0520 ext 2710