



### POLICIES AND PROCEDURES

Welcome to Rocky Mountain Neurosurgery. We are looking forward to providing you with exceptional care for your neurosurgical needs. It is important to us you understand our policies so we may operate more efficiently and effectively.

1. Please arrive for your appointment at least **30 minutes prior** to your scheduled appointment time.
2. Please make sure you bring a photo ID and insurance card(s) with you to your appointment. **If you do not have this information, your appointment will need to be rescheduled.** Please also bring any tests, studies, films, notes, and reports you have had which are pertinent to the reason we are seeing you.
3. If the Physician orders any ancillary testing (i.e. MRI, CT scan, injections, etc.), you will need to make a follow up visit to go over the results of your test. Please make your follow up appointment before you leave the office. **The Physician will not go over ancillary testing results on the phone**, so please make sure you schedule your follow up appointment.
4. You may be under a global follow up period (generally 90 days) after surgery. Depending on the agreement between you and your insurance, you may not be charged an office visit co-pay at your post op appointments. However, you may be responsible for any x-rays, equipment fittings, etc. that may occur during this time period.
5. If you are unable to make your scheduled appointment, please notify us within 24 hours of your appointment time. If we are not notified within 24 hours, you will be charged \$50.00 for the missed appointment.

### FINANCIAL POLICY

1. It is your responsibility as the patient to know your insurance coverage benefits, co-pay, deductible and coinsurance amounts. Rocky Mountain Neurosurgery is a specialist provider and often times is a higher co-pay amount. Please call your insurance company to obtain this information prior to your visit if you are unsure of your co-pay amount.
2. All co-pay, deductible, coinsurance amounts, and outstanding balances are to be paid at the time of your office visit. Otherwise, you will need to reschedule your appointment until account is paid in full.
3. If you are uninsured, the cost for an initial office visit is \$250.00 and \$125.00 for subsequent follow up visits. These amounts must be paid in full at the time of service. In addition, if surgical services are recommended, payment in full is expected prior to a surgery date being scheduled.
4. Dr. Mobley has financial interest in Rocky Mountain Neurosurgery, PC; Resilience Imaging; and Lone Tree Professional Reading, LLC.
5. Rocky Mountain Neurosurgery does not do third party billing. We will bill your health insurance only. If you are seeing us because of an auto accident, we will not bill auto insurance. We will bill your health insurance and you will need to submit a claim to your auto insurance. If you are an uninsured patient and seeing us as a result of an accident, you will be charged accordingly and you may obtain all copies of your bills to submit to auto insurance for possible reimbursement.
6. If you are seeing us on a worker's compensation claim, you will need to provide the following information at your visit: the worker's compensation carrier, the billing address, your adjuster's name, phone and fax number, and your claim number. This information can be obtained from your employer and you must have this information at the time of your visit. If you do not have this information, you will need to reschedule your appointment.
7. All amounts due for surgical services must be paid prior to surgery. In addition, patient balance must be paid in full for subsequent surgeries to be scheduled.
8. A surgical assistant may be medically necessary as decided by the Physician. Please understand this assistant is necessary to provide efficiency in the operating room and is not always covered by your insurance company. Please be aware in the instance these services aren't covered by insurance, in part or in full, you may be ultimately responsible for any charges incurred. Dr. Mobley uses a Physician Assistant as his surgical assistant in most of his surgical cases. The PA is

contracted and not an employee of RMN. Therefore Dr. Mobley and his practice are not responsible for these billing services and/or charges.

9. Intraoperative neuro-monitoring (IOM) will be used during all spinal surgeries to provide the best possible outcome. This is standard of care to monitor the functional integrity of certain neural structures during spinal surgery. The purpose is to reduce the risk to the patient of damage to the nervous system. This may or may not be a covered benefit with your insurance company. Please be aware in the instance it is not covered by your insurance, in part or in full, you may be ultimately responsible for any charges incurred.

I, \_\_\_\_\_, have read and agree to the above policies and procedures.

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_