



AXIS

NEUROMONITORING
Patient Care is our First Concern

IMPORTANT INSURANCE INFORMATION!

Dear Valued Patient,

Did you know...? Many providers on your day of surgery will be billed to your insurance as out-of-network. If you choose a surgeon and facility that are in-network, there is a benefit provision on most policies which will allow claims to be processed under your in-network benefit.

Examples of Providers who may be out of network:

Anesthesiologist, Radiologist, Intraoperative Neuromonitoring, Physical Therapist, Hospitalist Physician, and other healthcare providers.

To get your out-of-network claims processed under your in-network benefits, simply call or write a letter to your insurance carrier stating the following:

“I am requesting you to process my out-of-network claims under my in-network benefits as my facility and surgeon were in-network.”

In some cases your out-of-network deductible may be significantly higher than your in-network deductible. This simple phone call or letter could help you to minimize your out of pocket costs.

YOUR SURGEON USES INTRAOPERATIVE NEUROMONITORING.

Here's what this means for you.

Your surgeon has requested intraoperative neuromonitoring for your surgery. This means your doctor is using a specially trained team in the operating room that will be monitoring your nervous system during the procedure. Working closely with your surgeon, they can give real-time feedback from your body to help the surgeon make the most informed decisions possible. AXIS Neuromonitoring is a leader in the field of neuromonitoring.

Here are a few things to expect:

We will call you. A member of the Axis Neuromonitoring Patient Care Advocate Team will call you about your surgery to answer any questions you may have about neuromonitoring. It is very important to have your Summary Plan Document (SPD) to understand your policy completely. This is the document that explains your insurance plan in detail. In case you want to call them, the number is 888.344.2947, EXT 3.

You might receive an explanation of benefits. If you have questions, please call or email the Patient Advocate Team at 888-344-2947, extension 3, or email them at billing@axisneuro.com. Please contact us first. Your doctor's office will also refer you back to us, so please let us help you first. We can help you understand your insurance benefit for intraoperative neuromonitoring.

We fight for GAP exceptions, utilize ERISA laws, and the arbitration process provided by the No Surprises Act to get your insurance to pay.

If your insurance company asks for patient involvement, we will reach out to you to help you navigate the process.

Patients are required by law to pay in-network co-pay amounts and if there is any in-network deductible that has not been met. However, the deductible hardly ever actually applies because the vast majority of our patients have already met in-network deductibles and in a lot of cases their out-of-pocket maximums before we would bill.

Some providers request separate AOB's (Assignment of Benefits) on their own forms which we will call you to get this different form signed. If not available before surgery, our technologist will present the form to you the day of your surgery.

We never balance bill patients nor is it our policy to send patients to collections agencies.

We look forward to taking care of your intraoperative and insurance needs. You are our priority!

Want to know more? Please visit [AXISneuro.com](https://www.axisneuro.com) and watch the "Day of Surgery" video.