

WELCOME TO THE SPINE INSTITUTE

The following pages contain information about our office and it's policies, including information about:

- office hours
- prescriptions
- test results
- billing questions
- scheduling appointments
- insurance authorization requirements
- requests for medical records
- payment policy
- directions and parking

The physicians at The Spine Institute specialize in disorders of the spine. Should you have any questions please feel free to contact our office. Our friendly staff will be more than happy to assist you.

We hope the following information will assist you with answers to some of your questions regarding our office.

OFFICE HOURS

- The office is open Monday through Friday, 8:00 a.m. - 5:00 p.m. (office closes at 4:00 p.m. on Fridays).
- The switchboard is open from 9:00 a.m. to 12:00 p.m. and 2:00 p.m. to 5:00 p.m.
- The answering service will take messages when the switchboard is closed.

PRESCRIPTIONS

- Please have your Pharmacy call us on all refills.
- If your prescription will run out over the weekend, please have your Pharmacy call our office no later than Thursday.
- Prescriptions will not be filled after 5:00 p.m. or on weekends, except in extreme emergencies.

TEST RESULTS

- At the time your tests are scheduled, please ask your physician how best to receive your results.

BILLING QUESTIONS

- All patient billing questions should be directed to our billing service: (310) 322-4278.

SCHEDULING APPOINTMENTS

Follow-up Appointments

- If you are a follow-up, non-surgical patient, and the doctor requests you return for a follow-up visit, please be sure to make your return appointment prior to leaving our office or within a week following your appointment.

Post-Operative Appointments

- Surgical patients need to be seen by the doctor at a time determined at the time of hospital discharge. It is recommended that an appointment be made prior to being discharged from the hospital.

INSURANCE AUTHORIZATION REQUIREMENTS

Please be advised that it is the patient's responsibility to obtain the necessary authorizations from their insurance company prior to your appointment. Prior authorization may be also required for any plain x-rays that are taken in our office during your visit.

If we have not received a written approval prior to your appointment, you will be asked to make full payment at that time or your appointment will be rescheduled.

If you are uncertain whether a pre-certification is required, please contact your insurance company. If you are a member of an HMO plan, you must get prior approval from your primary care physician. The necessary telephone numbers are usually located on the back of your insurance card. If you are covered under Worker's Compensation, your claims adjuster needs to call our office with prior authorization.

If your insurance company/worker's compensation require information from our office regarding the need for a visit, please let us know and we will forward the required paperwork.

Medicare does not require pre-certification.

REQUEST FOR LETTERS

- All letters (i.e., for medical necessity, jury duty, disability status, return to work, etc...) will be completed within 3-5 business days from date of request.

COMPLETION OF FORMS

- All forms (i.e., disability, insurance, etc...) will be completed within 3-5 days of date of receipt.
- All portions of the form requiring patient (employee) completion must be completed prior to forwarding the form to the doctor.

REQUEST FOR MEDICAL RECORDS/X-RAYS

Medical Records

- We will need a signed authorization from the patient authorizing release of medical records.
- We will accept faxed authorizations (Fax# 310-828-6687)

X-Rays

- At the patient's request they can check out their X-rays, making them fully responsible for their safekeeping and return.

SURGERY

- All questions regarding pending surgeries should be directed to the surgery scheduler in your doctor's office.

PAYMENT POLICY

The physicians and staff at The Spine Institute are committed to providing the best care possible. Our payment policy is as follows:

- **Initial Consultation** – The patient is responsible for any co-payments or deductibles, at the time of the office visit. As a courtesy, the office will bill your insurance company, provided you furnish the office with a completed insurance claim form or insurance card. Uninsured patients will be required to pay in full at the time of service.
- **Physical Therapy** – It is recommended that all patients in need of physical therapy contact their insurance company for determination of benefits.
- **Cancellation of Appointments** – All cancellations should be made at least 24 hours prior to the scheduled appointment. If you are going to be late for an appointment, please let us know.
- **Worker's Compensation** – Must be pre-approved prior to appointments.
- **Types of Payment** – Cash, checks and Visa/MasterCard, American Express.

While the filing of your insurance claim is a courtesy, our relationship is with you the patient, not your insurance company. All charges are the responsibility of the patient from the date the services are rendered. We realize that from time to time temporary financial setbacks may affect timely payments on your account. If such problems do arise, we encourage you to contact our office for assistance in the management of your account.

Our staff will gladly discuss your proposed treatment and answer any questions relating to your insurance. However, not all services are a covered benefit in all contracts and you must realize that your insurance is a contract between you, your employer, and the insurance company.

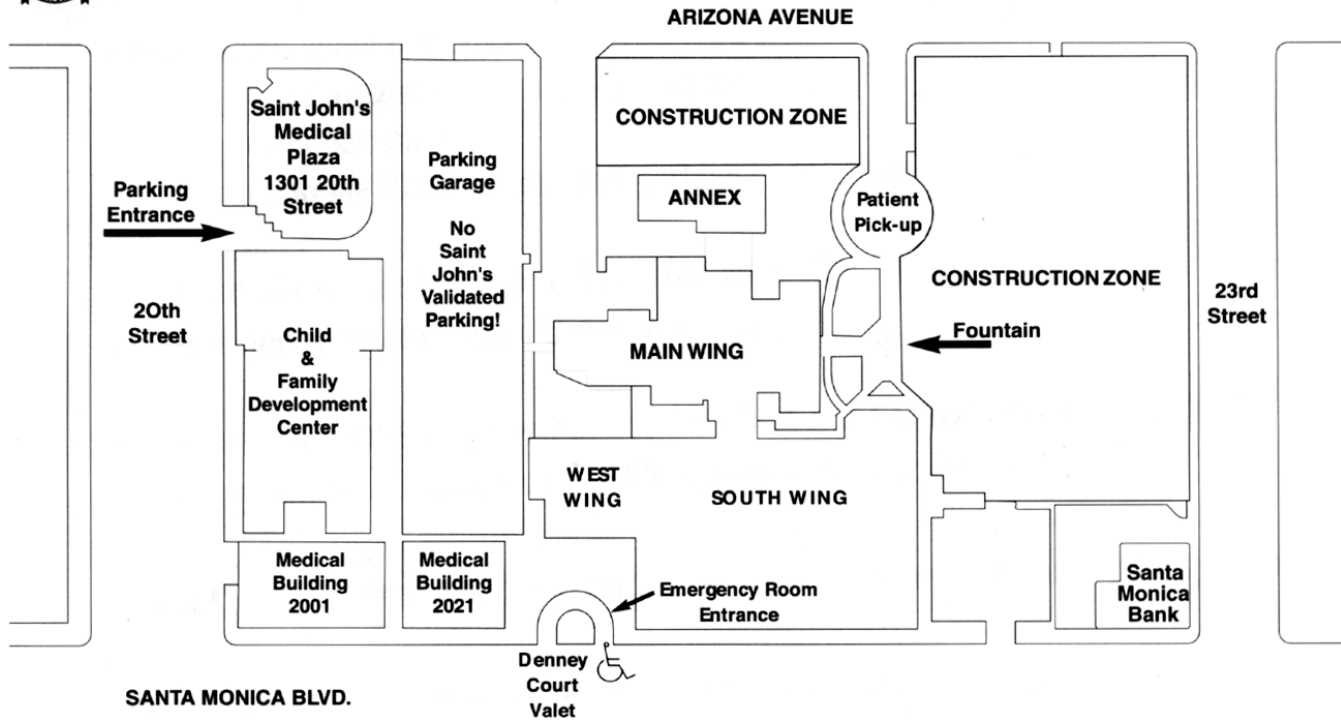
If you have any questions about the above information, or uncertainty regarding insurance coverage, please ask for assistance.

NOTE: Our office does not validate parking. The building charges \$1.25 every 20 minutes, with a maximum of \$8.75. Be advised that street parking is limited to local residents with parking permits.



**Saint John's
Health Center**

Parking Plan



DIRECTIONS

IF YOU ARE COMING FROM THE SOUTH:

San Diego Freeway (405) North
 Santa Monica Freeway (10) West
 Exit CloverField Blvd.
 Right on CloverField Blvd.
 Left on Santa Monica Blvd. (Cloverfield deadends at Santa Monica Blvd.)
 Right on 20th Street
 Building is on the right side, just before Arizona Street
 Parking entrance is off of 20th Street

IF YOU ARE COMING FROM THE NORTH:

San Diego Freeway (405) South
 Santa Monica Freeway (10) West
 Exit CloverField Blvd.
 Right on CloverField Blvd.
 Left on Santa Monica Blvd. (Cloverfield deadends at Santa Monica Blvd.)
 Right on 20th Street
 Building is on the right side, just before Arizona Street
 Parking entrance is off of 20th Street