



3320 Wake Forest Road Suite 450
Raleigh, North Carolina 27609
www.heyclinic.com

We would like to thank you for choosing the Hey Clinic for your spine care needs. Our clinic is committed to providing the best care possible for each of our patients. To begin a successful relationship and also introduce you to our excellent standard of care, we are providing this brochure to answer many of the questions frequently asked by our patients.



Working with The Hey Clinic Team

> **Each Visit**

We require the following before we can provide care and treatment to you:

- (1) Current demographic information and insurance cards.
- (2) Picture ID.
- (3) Co-pay or payment for services.
- (4) Previous imaging & medical records.

> **Appointments**

All of our patients are important. We take time to make sure each patient is provided with individualized and comprehensive care. Please understand while providing this type of care, emergencies outside of our control can sometimes occur. We will make every attempt to notify you of scheduling changes. You may contact our office prior to leaving for your appointment to check the status of our current day's schedule. If you are unable to keep a scheduled appointment, please call our office as soon as possible. Your courtesy in this area allows us to see another patient in your place. We require 24 hours notice, otherwise you may be subject to a \$100 fee. We offer appointments with our clinical associates as well as our surgeon. This allows you more flexibility in scheduling and greater access to our excellent care. While we do not require a referral, we do request for all new patient appointments any clinic notes, last clinic note, radiology reports, physical therapy notes, injection and surgery notes, and demographics. If your insurance has designated a primary care physician (PCP), you may be required to have an authorization from your PCP prior to your visit. Failure to provide necessary referrals and/or authorizations will result in all charges for services becoming the sole responsibility of the patient/responsible party.

> Initial Consultation

At your first visit, you will meet with one of our clinicians to discuss the concerns and needs which brought you to us. We will take your picture for your chart and possibly take an x-ray if you did not bring one with you. During the exam the clinical staff will offer to you the ability to have family members that are unable to attend be part of the visit virtually. After reviewing your medical history, your clinician will make recommendations for further evaluation and/or intervention to assist you. Your clinician may recommend additional tests or imaging to evaluate your situation in more detail. Our staff will assist you in making these appointments and you will be given detailed information to explain the process and what to expect from our office.

Dr. Hey or his team will walk you and your loved ones through a “Shared Decision-Making” dialogue. This discussion will thoroughly explain the short- and long-term benefits versus the risks of various treatment options including physical therapy, bracing, injections, and surgery. Dr. Hey and his team perform a variety of surgeries from minimally invasive procedures to highly complex fusions.

> Surgery

If our physician recommends surgery, we will answer questions about the surgery scheduling process, discuss the paperwork and tests involved, and our team will complete all authorizations required by your insurance company. When you book a surgery, we will attempt to determine your financial responsibility. This is done by verifying your benefits and determining the amount your insurance should pay. An estimate which shows your portion or cost-share will be mailed or emailed. We require prepayment of your estimate 2 weeks prior to your surgery date. In the event there is a balance due after the insurance pays, you may be billed for the additional amount due to Hey Clinic. Likewise, you will be sent a refund for any overpayment. We have a relationship with Prosper Healthcare Lending for patients who will owe over \$2000. They offer extended payment options depending on credit-worthiness. The link is on our website.

> Pain Management

Most of our patients experience some level of pain that may require medications for pain management. Please understand that our clinic is not equipped to treat ongoing pain management issues.

For patients that require ongoing pain management services, we will refer you to a local pain clinic. Occasionally our clinic will prescribe non-steroidal medications for pre-surgical and some non-surgical patients. Our clinic prescribes pain medications for post-surgical patients for only six weeks following surgery. After that time we will refer you to your PCP or a pain clinic for further evaluation.

> Prescriptions

In order to serve you most efficiently, call with prescription renewal requests at least one week in advance of your prescription running out. You can place a refill request by calling our main line at 919-790-1717. All messages left will be retrieved Monday through Thursday by 4 p.m. and Friday by 2 p.m.

> Payment for Services

We want to provide the best care possible. A portion of that care involves payment for the services we give. This information explains our policies and procedures.

Payment is expected at the time of each visit and may be made with cash, check, MasterCard, Visa, Discover, or American Express. If your visit is to be billed to insurance, please understand that the payment for these services

ultimately remains your responsibility. If your insurance company does not pay after 45 days, you will be billed and responsible for the balance. Should a need arise for a bill to be mailed to you, payment is expected upon receipt. Please be aware that most insurance companies have deductibles, co-payments, and out-of-pocket amounts. Failure on our part to collect these amounts can be considered fraud. Please help us in upholding the law by paying your portion at each visit. As a courtesy, we will verify your insurance benefits and will do our best to provide you an accurate quote for all services. The benefits we receive from your insurance is not a guarantee of payment and our quotes are estimated. It is your responsibility to keep track of your benefits and any

payment that may be due. Please inform us if your insurance coverage changes. You will be asked for insurance cards and picture ID at each visit. If we are unable to confirm coverage, you will be fully responsible for your services or may be asked to reschedule to a more convenient time.

The responsibility for payment for services rendered to dependent children whose parents are divorced or separated rests with the parent who seeks treatment. Any court ordered responsibility judgment must be determined between the individuals involved without the inclusion of our office. We are only able to provide one statement to one address per patient.

Please be advised that the charges you incur from the Hey Clinic are for our services only. If you are scheduled for surgery, procedures or tests, you may receive additional charges from the other facilities involved with your treatment. You will need to call your insurance company to verify participation with other facilities involved in your treatment or if you have questions about how the claims are processed.

Claims Submission

We will submit a claim for services to your insurance company and agree to have them assign payment of benefits to Hey Clinic. Please remember your individual health insurance policy is a contract between you and your insurance company, and we are not part of that contract. Also note, some services may not be covered by your policy. By presenting for care, you agree that you are responsible for all services and charges, regardless of your insurance status or whether they make payment. Should any services not be covered by your insurance, we will not alter your claim, change your diagnosis, or report a different service than what was performed to “trick” your insurance to cover the charge. You will be responsible for the balance. Your insurance may need you to supply information from time to time. It is your responsibility to respond to the request in a timely manner. We will assist in any way reasonable to help get the claims paid including filing appeals and submitting medical records.

Referrals & Authorizations

We will assist with authorizations whenever we can and will advise you if assistance is needed. New patients and those with HMO policies will be responsible to get referrals from their PCP to ensure maximum benefits through the insurance plan.

> Liability & Auto Accidents

We will provide care for post-surgery patients when they have an accidental injury and bill the auto carrier for the services on your behalf. If the insurance denies payment, we can either bill the health insurance plan or you will be responsible for the balance. If the injury is considered a liability case, we will discuss this when you come in for treatment as often times attorneys are involved.

> Delinquent Accounts

All balances that reach 90 days past due will be sent to a collection agency. If referred, you will be responsible for collection fees and legal fees incurred to collect the outstanding delinquent balance. Balances need to be paid in full prior to making new appointments. We currently use Transworld Systems, which can be reached at 1-800-296-2174. Any returned checks will be assessed a **\$20 fee** as allowed by state law.

If left unsettled after 10 days, the debt will be referred to collections.

> Missed Appointments

We charge \$100 for any appointment, not canceled with 24-hour notice and for patients who arrive more than 15 minutes past their allotted check-in time Anyone who fails to present to their appointment more than three times, will be dismissed from the practice. This charge will be your responsibility and billed directly to you. Please help us serve you and our other patients better by keeping your scheduled appointments, which helps us to stay on-time.

> Miscellaneous Charges

Disability forms after the first following surgery will be completed for 25 each. FMLA forms will be completed free. Image reviews in lieu of appointment, when we did not order the study and/ or haven't seen you in a year will cost \$75 for the first disc & \$25 for each additional disc.