



Thank you for choosing **Spine & Pain Centers of Nebraska** for your pain management care. To enable us to provide you with the best possible care, **please read the following carefully**. It is important for you to follow these instructions to get the most from your upcoming appointment.

**What do I need to bring to my appointment?**

The enclosed questionnaire needs to be filled out completely. Please bring a current insurance card.

SPINE will make every effort to make sure we have your medical records and other information related to your current condition, such as referring physician office notes, MRIs, CT Scans, and Nerve Condition Studies, current medication lists, known allergies, and any other physician or other provider office notes relating to your current pain problem. However, SPINE might need to contact you for this information.

**Should I come to my appointment early?**

If you have problems completing the enclosed questionnaire, the please come at least 15 minutes early for assistance with this document. Spine & Pain Centers of Nebraska strive to see you in a timely manner.

If you are more than 15 minutes late for your appointment, you may be asked to reschedule or be worked in at a later time if possible.

**What if I need to change my appointment?**

If you are unable to keep your appointment, please notify our office at least 24 hours prior to the appointment for rescheduling. If you no-show for an appointment or cancel less than 24 hours before an appointment you will be charged \$35.00. If you miss two (2) appointments without proper advance cancellation notice, you will be dismissed from the clinic and be required to have your referring physician make another referral.

**Will I receive an injection on my initial appointment?**

The purpose of the initial appointment will be to determine your medical history, perform a physical exam, and assess your pain problem. If an injection is indicated for your condition, it will be scheduled on a future date and you will be given specific instructions concerning the preparation for the pain management service.

Do not plan on receiving an injection on your initial appointment.

**MORE INFORMATION ON THE OTHER SIDE**

**Will my appointment need pre-authorization?**

If you have concerns about pre-authorization, please contact your insurance company or the human resources department at your place of employment prior to your appointment. If you are covered by General Assistance and have not informed our office, please do so immediately. All General Assistance patients must be pre-authorized.

If the reason for your visit is a work related injury, approval from your Workers Compensation case manager will be necessary for this and all future appointments with the clinic. The approval must be obtained prior to your visit. If applicable, a Worker Compensation form may be enclosed.

If you have Worker's Compensation forms from your primary care provider(s) it is extremely helpful to us if you bring those with you to assist in proper completion of any paperwork from your SPINE appointment.

**Are the Spine & Pain Centers of Nebraska physicians' in-network for my insurance?**

Spine & Pain Centers of Nebraska services are generally covered by a number of health plans including but not limited to: Blue Cross Blue Shield, United Healthcare, Midlands Choice, and Coventry. We are participating with Medicare and Medicaid plans. Please contact our Billing department at 402/323/8554 with specific questions about insurance.

**Will my insurance be billed for this service?**

Spine & Pain Centers of Nebraska will bill applicable insurance companies for the services provided. If you have an office visit co-pay or deductible for these services you will be expected to pay at the time of service.

**If I do not have health insurance coverage what is expected of me?**

For patients without health insurance coverage Spine & Pain Centers of Nebraska requires a minimum \$150.00 payment at the time of service for evaluation and a \$300 minimum payment for procedures/treatments. If the charge for your services is more than the payment, you will be billed for the remainder. In the event the charge for the service is less than the payment, we will issue you a refund.

**If my visit is the result of an automobile accident or other circumstance where my regular insurance is not responsible, how will this be billed?**

For situations where a third party (automobile accidents, etc) is involved, Spine & Pain Centers of Nebraska requires a \$300.00 payment at the time of service for initial evaluation and assessment. (There is a different payment schedule for procedures and our billing office will assist you with this). If the charge for your services is more than the payment, you will be billed for the remainder. In the event the charge for the service is less than the payment, we will issue you a refund.