What is Intraoperative Neuromonitoring (IOM) and why does the surgeon utilize it for my surgical procedure?
Intraoperative Neuromonitoring (IOM) is performed by highly trained personnel (ProNerve, LLC) in the operating room during your surgery. The purpose of IOM is to assess the nervous system during surgeries that may place nerves at risk. Feedback on your neurological status is provided to your surgeon throughout the procedure. Monitoring is performed for your safety while limiting the possibility of unnecessary complications.

Who will handle the billing for the neuromonitoring performed during my procedure?
ProNerve, LLC has a billing entity called Boulder Intraoperative Monitoring (BIOM) which handles all the billing for neuromonitoring services in-house at its corporate location in Broomfield, Colorado. The billing staff is knowledgeable in billing for neuromonitoring services and can answer questions related to services fees and anticipated reimbursement. We can be reached at (720)-407-2700.

Will my insurance company be billed first?
Yes, insurance is always billed first.

How do I know if your company is a participating provider with my plan?
Currently, we are NOT a participating provider with any insurance company.

Since ProNerve is not a participating provider with any insurance companies, how does this affect me?
In the end, it is likely our out-of-network provider status will have a minimal effect on you. It will however, require a few more steps for our billing specialists and possibly more collaboration with your insurance carrier to receive the correct payment. On occasion, we will ask our patients to help us collect payment through a patient appeal. In that instance, we will provide our patients all the necessary tools and guidance needed to be successful. In the vast majority of cases, our in-house appeal process is an excellent avenue to acquire settlement of your neuromonitoring charges.

What happens if my insurance company denies payment?
If your insurance company either denies payment or pays an insignificant amount, the charges will automatically be appealed by our billing specialists. Typically, because we are considered an out-of-network provider, the first bill processing by the insurance payer will be against the out-of-network benefit you have according to your plan coverage. Upon appeal, we will ask that the charges be reprocessed against your in-network benefits if you have had your surgery at an in-network facility by an in-network surgeon.

What happens if my insurance company only pays a portion of the total bill?
You will owe any amount applied to your annual deductible or any co-insurance deemed by your insurance carrier, but any non-covered amount will be adjusted and you will not be billed for this amount.
**What If I receive the check from my insurance company?** As a courtesy to you, we have billed your insurance company for our charges. You may receive the payment against these charges. Any payment received from your insurance carrier for intraoperative monitoring services should be forwarded to us as soon as received along with a copy of the accompanying explanation of benefits. Please send the endorsed check to: BIOM, PO Box 17507, Denver, CO 80217-0507.

**How is my annual deductible applied to neuromonitoring services?**

It is applied in the same fashion as any other charges submitted to the insurance company. When charges are submitted from several different sources (surgeons, hospitals, anesthesiologists, neuromonitoring companies etc.) they are paid by the payer in the order they are received. Once the deductible has been met, and the co-insurance applied, the charges are then paid according to the provisions of the plan.

**I am a self-pay patient. How does that work for neuromonitoring services?**

We encourage you to contact our billing department as soon as possible to discuss your situation. (720-407-2700)

**Can I set up a payment plan?**

Yes, payment plans are offered but you will be asked to sign an agreement outlining the terms and conditions of the plan. Prompt pay discounts may apply.

**Do you offer a sliding scale for patients depending on their financial circumstances?**

We do not. You may, however, complete a financial hardship request form. If qualified, you may be eligible for a financial hardship discount.

**Will I be sent to a collection agency if my balance is not paid within a certain period of time?**

We make every effort to work with insurance companies and our patients to settle neuromonitoring charges. We do not pursue collection from the patient UNTIL we have exhausted all avenues of receiving payment from the insurance company. If, after that time, a balance remains, you will be afforded the opportunity to pay in full or set up a payment plan. Failure to pay as agreed may result in an account being sent to an outside collection agency.

BILLING QUESTIONS, PLEASE CALL 1-877-77NERVE or 720-407-2700