

FREQUENTLY ASKED QUESTIONS REGARDING SURGERY

You are about to decide or have decided to have surgery. This sheet is to provide with some basic information that you will need and may want to know regarding your upcoming procedure/surgery.

Who Contacts me about my surgery or who do I contact regarding setting up my surgery?

Your procedure will be scheduled by one of our staff members in the surgical scheduling department. They can be reached at 239-482-2663 ext. 650 or directly at 239-985-3365.

Does my insurance cover my surgery?

Prior to your surgery/procedure your benefits are verified with your insurance company or companies. However, all insurance carriers provide us with a disclaimer that benefits are not 100% determined until the receipt of the claim. We can only advise you as to what we are informed of based upon the conversation we had with your insurance carrier representative. When we are verifying your insurance, this is for the physician's charges and to determine whether or not an authorization is necessary. Please keep in mind, when a physician recommends surgery there may be several different charges associated with this surgery but not included in the fee for the surgery. Your physician may recommend items such as but not limited to durable medical equipment i.e., slings, crutches, etc. and Physical and/or Occupational Therapy whether it is done through our office or an outside facility. How these items are covered will be discussed under the "GLOBAL PERIOD" section.

What will I have to pay?

You may receive a call from our billing department to inform you of a co-insurance amount, deductible, or copayment that you will be responsible for paying. You will be asked to bring the payment at the time of your preoperative appointment. Keep in mind, that the facility where you are having the procedure done may also contact you concerning payment as well. See page two for contact information for the different facilities where your procedure/surgery may be performed.

Who will I receive a bill from?

You will receive a minimum of three bills. You will receive a bill from the facility where your procedure/surgery is being performed, the physician who performed the surgery/procedure and the anesthesiologist. There may be some occasions when you may receive other bills such as a lab bill, etc. This all depends on what type of procedure/surgery is being done and where the procedure is being performed.

What is included in the payment I make to the surgeon for my surgery/procedure?

The day the procedure/surgery is performed begins what is called a "GLOBAL PERIOD". Although, the preoperative appointment is scheduled prior to your procedure/surgery it is considered part of the GLOBAL PERIOD. This GLOBAL PERIOD lasts for 90 days from the date of the procedure/surgery. The GLOBAL Period includes all follow up visits to your surgeon only. This does not include co pays or coinsurance amounts that may be due for x-rays, splints or physical and/or occupational therapy that take place during this 90 day period. Therefore, our front office may be asking for payment although you are in a global period for the surgery. Depending upon your insurance carrier and whether or not they charge copayments or co-insurance when an x-ray is done, if you receive a splint, sling, brace etc., or if you attend physical and/or occupational therapy.

Informational Phone Numbers:

❖ OCF Main Number	239-482-2663
❖ OCF Surgical Scheduling	239-482-2663 ext. 650
❖ OCF Surgical Scheduling Direct Line	239-985-3365
❖ Riverwalk Surgery Center	239-489-4909
❖ Anesthesia for Riverwalk Surgery	
Gulf-to-Bay Anesthesia	866-895-3444
❖ Gladiolus Surgery Center	239-689-7000
❖ Lee Memorial System -PreOp	239-336-6720
❖ Lee Memorial Billing Office	239-242-6000
For Health Park, Main Campus	
❖ Gulf Coast Medical Center-Billing	800-662-0207

Lee Memorial also has a website where you can contact their billing departments via the website: www.leememorial.org

Click on Billing Office and there is a drop down menu to choose from. Also, there are a variety of links to be able to contact someone if you have an upcoming surgery and have questions or if you have had surgery and have questions.