



## FREQUENTLY ASKED QUESTIONS REGARDING SURGERY

So, you have decided to have surgery... Hopefully this sheet will answer some of the many questions you have regarding the scheduling and billing end of the surgical process; and if it doesn't, remember, we are just a phone call away!

### **Scheduling or "Booking" the surgery or procedure.**

Once the decision is made to have surgery, you can meet with our surgical scheduling team. If you need to check your calendar or if the scheduling team is not available, you can call them 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 and we check to make sure whether or not an authorization is needed. However, all insurance carriers provide us with a disclaimer that states, "Benefits are not 100% determined until the receipt of the claim". We can only advise you as to what we are informed, based upon the conversation we had with your insurance carrier.

Please keep in mind, when your physician recommends surgery, there may be several different charges associated with the procedure, but not included in the surgical fee. Your physician may recommend additional items, such as (but not limited too) durable medical equipment i.e., slings, crutches, knee braces, etc. and Physical and/or Occupational Therapy, regardless of whether it is done through our office or an outside facility. These items will be billed separately and in addition to the surgery itself. This will be discussed in more detail under the "GLOBAL PERIOD" section.

### **What will I have to pay?**

You will 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 prior to your surgery or procedure. You will be asked to bring the payment at the time of your pre-operative appointment. Keep in mind, that the facility where you are having the surgery/procedure may also contact you concerning payment as well. See page three for contact information for the different facilities where your surgery/procedure may be performed. (Preoperative appointment dates and times as well as the surgical facility are all provided to you as part of the "booking" procedure performed by our surgical scheduling staff.)

12670 Creekside Lane, Suite 202  
Ft. Myers, Florida 33919  
Phone: (239) 482-2663 Fax: (239) 482-7585



### **Who will be billing me?**

1. You will receive a bill from the FACILITY where your procedure/surgery is being performed (the operating room or the procedure room and the accompanying staff and equipment, such as x-ray, nurses etc).
  2. The SURGEON who performed the surgery and/or procedure.
  3. IF your surgery was performed at a hospital or an our-patient surgical center, you will receive a third bill from an ANESTHESIOLOGIST or an Anesthesiology Group. They are the people responsible for putting you to sleep prior to your surgery and making sure you wake up properly.
- \* NOTE - If you are scheduled for a Procedure with Dr Gross, no anesthesia is needed or necessary.
- \*\* There may be some occasions when you may receive other bills such as a lab or pathology bills, etc. This all depends on what type of surgery/procedure is being performed and where.

### **GLOBAL PERIOD and what it includes**

The day the surgery is performed begins what is called a “GLOBAL PERIOD”. Although, the preoperative appointment is scheduled prior to your surgery, it is considered part of the GLOBAL PERIOD. This GLOBAL PERIOD lasts for 90 days\* (generally) from the date of the surgery. The GLOBAL Period includes all follow up visits to your surgeon related to the surgery only. This does not include co-pays or co-insurance amounts that may be due for x-rays, splints or physical and/or occupational therapy that take place during this Global period. Therefore, depending upon your insurance policy, our front office may ask for co-payments and/or co-insurances even though you are within the global period, if you receive an x-ray, splint, sling, brace etc., or if you attend physical and/or occupational therapy.

**\* 90 Day Global Period does NOT apply to Procedures and/or Injections performed by Dr Gross.**



**Informational Phone Numbers:**

- OCF Main Number 239-482-2663
- 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 -Pre-Op 239-343-3720
- Lee Memorial Billing Office 239-242-6000
- For Health Park, Main Campus
- Gulf Coast Medical Center-Billing 239-242-6000

Lee Memorial also has a website where you can contact their billing departments via the website:  
[www.leememorial.org](http://www.leememorial.org)

Click on Billing Office and there is a drop down menu to choose from. There are a variety of links to help you contact someone within the Lee Memorial Health System if you have an upcoming surgery and have questions or if you have had surgery and have questions regarding your LMHS bills.

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