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Dear Patient,

In the instance that you would need to cancel your appointment, we ask that as a courtesy to the many other patients waiting to be seen by our providers that you contact our office at least 24 hours prior to your scheduled appointment/procedure. Patients who fail to present for a scheduled appointment/procedure without contacting our office 24 hours prior to their appointment will be considered a NO SHOW (please refer to our "NO SHOW POLICY" for further information). **You will be required to arrive 30 minutes prior to your consultation and 15 minutes prior to any other appointment** to allow time for your information to be verified and entered in to our Electronic Health Record system. Please refer to separate provided information for facility check-in times in regards to procedures.

The providers of Advanced Pain & Spine Institute of Montana are pleased to provide services for your pain management needs. We would like to make you aware that you will receive a bill for these services separate from that of your other medical providers and facilities.

If you are uninsured or this is related to a motor vehicle accident or legal suit, you will be considered a self pay and pre-payment of services is required. If our office is able to verify with a claims adjuster that the motor vehicle insurance has accepted medical responsibility then we will attempt to bill them for services. If they do not pay in a timely matter the balance due will be made the patients responsibility. Please contact our office at least 48 hours prior to your appointment/procedure to make this payment or provide this information.

We suggest that regardless of your insurance plan, you ensure that you fully understand your plan coverage before services are performed and obtain any pre-authorizations needed and verify that we are in network with your plan. This will keep you informed and fully prepared for any balance that will be your responsibility. As a courtesy, we will submit for pre-authorization on your behalf and also submit a claim to your insurance plan once services are rendered. **Please be sure to verify your insurance information at check-in for every appointment/procedure.** Again, we submit claims as a courtesy, therefore, if payment is excessively delayed or denied, it will be your responsibility to keep your account current and work with your insurance company to rectify the issue. All co-pays are due and expected at time of service.

We look forward to providing you with high quality pain management services

Sincerely,

The Providers and Staff of Advanced Pain & Spine Institute of Montana