

### Billing and Insurance

If you are a Kansas Orthopaedic Center patient, please call (316) 448-1241 between 8:00 a.m. and 5:00 p.m., Monday through Friday, with your questions about billing and insurance. If you are a Surgery Center of Kansas patient please call (316) 448-1365 during those same times and days. Please be prepared to give your last name and treating physician and have your insurance card available. We feel it is important for you to understand the charges and be satisfied that you are receiving the finest treatment available at a reasonable cost. We encourage you to discuss any questions about your charges with an account representative. All patients are ultimately liable for treatment costs and for knowing the requirements of their own insurance plan.

### Insurance, Disability Forms, Special Reports and Copies of Records

As a courtesy, we file your insurance. Insurance forms from your health insurance that are requesting information on services provided will be completed. If you provide us with the forms, we will complete return-to-work permits and forms covering disability or other payments. There is a fee per form. Multiple page forms will have an additional charge. These forms can at times take a minimum of 7-10 business days. Fees may be charged to obtain copies of records.

### Statements

Depending on the complexity of your evaluation and treatment program, you may receive statements from one or more medical providers or facilities. We will handle billing for the Kansas Orthopaedic Center and the Surgery Center of Kansas and you will receive separate statements.

### Collection Policy

All services will be filed with your insurance. Payments for charges are due within 60 days of your service, which should allow sufficient time for your insurance claim to be processed. Please remember that you are responsible for the entire bill regardless of insurance coverage, although this responsibility may be limited by contractual agreements the center has with various insurance carriers. If you do not have an insurance carrier, payment is due at time of service. The center accepts Visa, Mastercard and Discover. Other arrangements for extended payment should be discussed with a Patient Account Representative in our office.

### Hospitalization

Kansas Orthopaedic Center physicians admit patients to:

- The Via Christi Hospitals
- Wesley Medical Center
- Kansas Spine and Specialty Hospital
- Kansas Surgery and Recovery Center

### Common Problems Treated by Kansas Orthopaedic Center

Orthopaedics is the branch of medicine that deals with the prevention or correction of disorders involving supporting structures of the body, especially the bones, joints, muscles, ligaments and cartilage.

The diverse experience and fellowship training of each physician allows Kansas Orthopaedic Center to treat virtually all orthopaedic problems. The most commonly treated problems fall under a number of categories:

**General orthopaedic problems** - which include acute care of fractures and dislocations; **reconstructive surgery** and treatment for disorders involving bones, joints, ligaments, nerves and tendons; **treatment** of arthritis, bursitis, tendinitis, tumors, birth deformities, **interventional pain management** and other orthopaedic related difficulties.

**Special orthopaedic problems** - of the **hand and upper extremity** including carpal tunnel syndrome and DeQuervain's disease; **foot and ankle; spine** including herniated disk, scoliosis and osteoporosis; **knees and legs;** and **children's disorders.**

**All work-related injuries** requiring orthopaedic care.

**Sports medicine** - prevention, recognition, evaluation and immediate care and surgical care of athletic injuries and rodeo injuries.

**Microsurgery and replantation surgery** of the fingers, hands and extremities.

**Total joint replacements** including hips, knees, fingers, wrists, elbows, shoulders and ankles.

**Arthroscopic surgery** of all major joints as well as small joints such as the elbow, wrist and ankle.

**Pediatric orthopaedic problems** – which includes spine deformities, pediatric trauma and general orthopaedics of children up to age 18.

**Therapy** occupational and physical therapy services

**MRI** for the cervical, lumbar and extremity parts of the body

**Hours** Kansas Orthopaedic Center is normally open at the 7550 W. Village Circle, Ste 1 office from 7:00 a.m. to 5:30 p.m., Monday through Friday and our east location at 2450 N. Woodlawn Blvd is normally open from 7:00 a.m. to 5:30 p.m., Monday through Thursday. Our Garden City Location at 101 E Fulton St, Garden City, KS, is normally open from 8:00 a.m. to 5:00 p.m. Monday through Friday. We can be reached via telephone from 7:30 a.m. to 5:00 p.m., Monday through Friday.

**Appointments** With the exception of emergencies, all patients are seen by appointment. Staff are available from 8:00 a.m. to 5:00 p.m. to schedule appointments by calling (316) 838-2020 or 1-800-937-2020 for clients calling long distance. Calling us as far in advance enables us to schedule an appointment time that is convenient for you.

We ask that you do not leave young children unattended in the reception area during your visit.

Patients under the age of 18 must be accompanied by a parent or guardian on the first visit. Thereafter, if the parent has signed an authorization form, the minor may be treated without the parent being present.

If you are unable to keep your appointment, please call in advance so the scheduled time may be offered to another patient.

**Non-Office Hours and Emergencies** After hours and weekends, our physicians can be easily reached through the Physician's Exchange at (316) 262-6262. On weekends, one physician covers for all. That physician can be reached quickly through the Exchange.

**Telephone Calls** Every effort will be made to take care of your problems or questions. If your doctor's team is with a patient or needs to review your history before returning your call, there may be a delay. Please be assured that a team member will call you. We make every effort to return non-emergency phone calls the same day.

You can help to have the call returned sooner by giving the receptionist your name, telephone number, date of birth and as much information about the question or problem as you can.

**Prescription Refills** Call your pharmacy with all prescription refills, and they will call your physician with the information. Your doctor will consider your medical status and treatment plan, then approve or deny the refill. If you need additional refills for a weekend or vacation, please call your pharmacy during office hours a few days in advance. Phone requests for prescription refills will be returned between the hours of 4 p.m. and 6 p.m. No phone requests for narcotic refills will be approved on weekends.

**Workers' Compensation** The center treats many work-related problems. Although the patient remains responsible for all fees, workers' compensation insured patients are not billed for our services. The patient must obtain employer and/or workers' compensation carrier authorization before our physicians can begin care. Once authorized for treatment, the worker's comp insurance carrier pays for the services. If we have not received authorization from the insurance carrier, the patient will be responsible for payment the day of treatment. To speed the injured workers' return to work, the patient must comply with the assigned treatment plan and scheduled physician and rehabilitation appointments. Employers and insurance carriers will be informed of missed appointments, possibly resulting in a termination of disability benefits.

**Fees** Office fees vary depending upon your individual diagnosis and treatment. Initial comprehensive examinations and complex evaluations or treatments may cost more than follow-up visits or brief examinations.

Patients are asked to pay for all co-pays, deductibles and non-covered services at the time of service. The office accepts most insurance. If the patient has an unusually high deductible or co-payment, the Patient Account Representative can make payment arrangements available. Visa, MasterCard and Discover accepted.

It is agreed that Kansas Orthopaedic Center PA will refund overpayments exceeding \$5.00 within 60 days of the date the overpayment is discovered. No overpayment will be refunded if it is under \$5.00 and/or if it is after 60 days from the date of payment.