

Surgery Timeline

This timeline is an estimate for insurance verification for procedures that have been scheduled. This may vary depending on the insurance provider and procedure.

1- 5 Business Days After Scheduling Surgery

- Surgery Scheduling will send a request for medical clearance if required.
- Insurance department will contact the patient's insurance company to verify surgery benefits, physician fees, and request authorization(optional).

5 - 10 Business Days After Scheduling Surgery

- Billing department will contact the patient with the fees for physician, facility, and anesthesia.

10 Business Days Before Surgery

- All physician fees must be paid to the billing department.

5 Business Days Before Surgery

- Last day to cancel surgery before incurring \$200 cancellation fee.

Day Before Surgery

- Scheduling department will contact the patient to provide pre-surgery instructions.

For more information please contact our office at 602-307-9919

Option 1 - Billing Inquiries

Option 2 - Insurance & Verification

Option 3 - Appointment Settings(Surgery Scheduling)

ARIZONA HEARING CENTER

2627 N. 3rd St., Ste 201
Phoenix, AZ 85004
PH: 602-307-9919 | Fax: 602-307-5905
www.azhear.com

Surgery Information

This guide is based on commonly asked questions. This will provide you with information on what to expect after scheduling your surgery. These estimated fees are based on information obtained from your insurance company. Please keep in mind that these will be subject to your deductible, co-insurance, and out-of-pocket costs.

Insurance

We will contact your insurance company for eligibility and benefits for surgery within 5 business days from your original appointment. Our office will provide estimated fees for physician, facility, and anesthesia. These estimated fees are based on information obtained from your insurance company. Your insurer may or may not pay all charges. If you have questions about your coverage; we recommend you contact your employer or insurance company. Please note if your insurance company requires authorization for a specific procedure, we will submit an authorization, this process may take up to 15 business days.

Medical Clearance

Medical clearance may be required for some procedures in order to ensure your safety, our office will request a copy of your most recent physical examination. We ask that you provide the contact information for your current Primary Care Physician, and also if you have been under the care of a Cardiologist or Pulmonologist we will need a copy of your most recent report. This process may take up to 15 business days or more. We will not perform surgery until we receive a signed clearance from your provider.

Physician Fees

Once we have verified insurance and benefits, our office will contact you to provide you with the estimated physician fees for the surgery. If an authorization is required, we will contact you once we receive approval from your insurance company. All physician fees for Arizona Hearing Center - Mark J. Syms M.D. and outstanding balances must be paid either over the phone or in-person at least **ten business days** prior to the surgery date.

- Arizona Hearing Center- Mark J. Syms, M.D. 602-307-9919
- St Joseph's Outpatient Surgery Center(facility): 602-406-2627 or 602-406-3198
- Metro Anesthesia: 602-200-9021

Any cancellation with less than seven business days notice is subject to a **\$200.00 cancellation fee**

. For more information please contact our office at 602-307-9919

- Option 1 - Billing Inquires
- Option 2 - Insurance & Verification
- Option 3 - Appointment Settings(Surgery Scheduling)

Surgery Timeline

This timeline is an estimate for insurance verification for procedures that have not been scheduled. This may vary depending on the insurance provider and provider.

1- 5 Business Days After Initial Appointment

- Surgery Scheduling will send a request for medical clearance if required.
- Insurance department will contact the patient's insurance company to verify surgery benefits, physician fees, and request authorization(optional).

5 - 10 Business Days After Initial Appointment

- Billing department will contact the patient with the fees for physician, facility, and anesthesia.
- Surgery scheduling will contact the patient to schedule surgery.

10 Business Days Before Surgery

- All physician fees must be paid to the billing department.

5 Business Days Before Surgery

- Last day to cancel surgery before incurring \$200 cancellation fee.

Day Before Surgery

- Scheduling department will contact the patient to provide pre-surgery instructions.

For more information please contact our office at 602-307-9919

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Surgery Information

This will provide you with information on what to expect before scheduling surgery. Once this has been completed, you will receive a call from the scheduling coordinator to make arrangements for your surgery. These estimated fees are based on information obtained from your insurance company. Please keep in mind that these will be subject to your deductible, co-insurance, and out-of-pocket costs.

Insurance

We will contact your insurance company for eligibility and benefits for surgery within 5 business days from your original appointment. Our office will provide estimated fees for physician, facility, and anesthesia. These estimated fees are based on information obtained from your insurance company. Your insurer may or may not pay all charges. If you have questions about your coverage; we recommend you contact your employer or insurance company.

Please note if your insurance company requires authorization for a specific procedure, we will submit an authorization, this process may take up to 15 business days.

Medical Clearance

Medical clearance may be required for some procedures in order to ensure your safety, our office will request a copy of your most recent physical examination. We ask that you provide the contact information for your current Primary Care Physician, and also if you have been under the care of a Cardiologist or Pulmonologist we will need a copy of your most recent report. This process may take up to 15 business days or more. We will not perform surgery until we receive a signed clearance from your provider.

Physician Fees

Once we have verified insurance and benefits, our office will contact you provide you with the estimated physician fees for the surgery. If an authorization is required, we will contact you once we receive approval from your insurance company.

All physician fees for Arizona Hearing Center - Mark J. Syms M.D. and outstanding balances must be paid either over the phone or in-person at least **ten business days** prior to the surgery date.

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- Option 1 - Billing Inquiries
- Option 2 - Insurance & Verification
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