

What to Expect During the Billing Process at Texas Nerve & Paralysis Institute

After you or your child receives care at Texas Nerve & Paralysis Institute, we will send a claim to your insurance company to pay your bill. We will do everything we can do to minimize your financial burden by maximizing your insurance benefits.

You may receive separate billing statements from different entities which took part in your/your child's care:

- Surgeons fees from - Texas Nerve & Paralysis Institute
- Anesthesiology fees – UT Physicians
- Intra-operative monitoring – Dr. Wegren's Office
- Memorial Hermann Hospital/The Methodist Hospital – facility fees

The Billing Process	How You Can Help
We obtain pre-certification/authorization for the procedure prior to surgery.	Provide any pertinent medical record information as soon as it is available. (eg. EMG, CT scan reports, Physical Therapy reports, and any video or pictures requested)
We also attempt to negotiate with the insurance companies.	We may request help from you/your human resource department.
We wait for payment from your insurance company. If payment is not received in a reasonable amount of time, we will contact your insurance company again.	Your insurance company may ask you to provide more information. If so, please respond quickly, and let us know the information you've provided to the insurance company so we can update our records.
This process of appealing can take several months. Usually, our office is allowed a total of 3 appeals with to the insurance company.	If additional payment is not received, we will contact you requesting additional information in regards to the progress after surgery.
*Some insurance companies do allow a committee or peer review on claims. Our office will contact the insurance company to schedule this conference call.	It is important that we have the latest information in regards to the progress from the surgery. Please make sure to keep up to date with the information requested.
If our office is not allowed to set up a peer to peer review with your insurance company, you will receive a letter from our office requesting your assistance. In the letter we will explain the steps you will need to take to assist us in receiving a fair payment for surgery.	Contact our office if you should have further questions after receiving this letter. Office phone number (713) 592-9900 or toll free (866) 675-2200.
After your insurance company has made the final payment, we may send you a billing statement for the remaining balance, if any.	When you receive a billing statement, please pay the balance or contact our office to make payment arrangements.

**There is no positive result guarantee with any surgery. You will still be responsible for any remaining balance regardless of surgical result.