



3502 PAESANOS PKWY, SUITE 100  
SHAVANO PARK, TX 78231  
MAIN 210.566.2333  
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Dear Patient:

Your surgeon or physician has referred you to National Neuromonitoring Services (NNS), to provide intraoperative monitoring services during your upcoming surgery. NNS is committed to provide quality care in intraoperative monitoring, and will work closely with your surgeon to monitor your neurological structure and functioning during your surgery. After we provide our services during your surgery, NNS (or an affiliate of NNS, depending on your surgeon) will submit a claim and communicate with you regarding billing issues.

As NNS is a separate entity from your physician's practice and the surgery center/hospital, we would like to take this opportunity to provide you with a summary of our specific billing practices for patients with commercial health insurance:

- NNS submits claims to the insurance company at the standard rates NNS has set as its charges
- After the insurance company has paid its portion, and after NNS has exhausted all available options to collect the insurance company's portion of the amounts due, the account is adjusted to reflect the insurance's explanation of benefits (EOB) and patient responsibility.
- At that point, NNS will send an invoice for patient financial responsibility; if the first invoice is not paid, 3 additional invoices will follow.
- We use all information available to us to administer claims and send invoices that are consistent with your plan's benefits.
- We have financial policies that may allow us to assist with patient responsibilities.
- We do not report patients to collection agencies or credit bureaus.
- We do not make harassing phone calls or send harassing letters to patients.

We recognize that many patients are struggling with unfavorable economic conditions, and NNS has no desire to damage patient credit ratings. NNS believes that its patients make every effort to pay what they can afford in a reasonable time period, and NNS is grateful to provide patients our services and work together with patients to obtain benefits for those services.

Please do not hesitate to contact us with questions about our services or our invoices to you. We appreciate the opportunity to provide services to you.

**Patient Billing Hotline (855) 598-2800**

Regards,

National Neuromonitoring Services  
Patient Billing Line (855) 598-2800