



Welcome

Thank you for trusting Neurology and Sleep Sciences to care for your medical needs. Our promise to you includes quality medical care and reliable services. We're glad to be part of your health care team. This sheet contains information about our services and practice guidelines.

Neurology

A neurologist specializes in care of the brain, spinal cord, peripheral nerves and muscular systems. Some examples of health issues we treat include seizure management, care of Alzheimer's and Parkinson's Disease patients, Multiple Sclerosis, carpal tunnel diagnosis, physical and stroke rehabilitation, sleep disorders, migraines, headaches, and many other related health issues.

What does a Neurological Exam consist of?

Like most medical exams, the neurological exam will start with the physician and/or his assistant asking you questions about any medications you are taking; whether or not you experience unusual symptoms with your hearing, vision, speech, sleep patterns or movement. The physician will need to know significant medical history for you and/or your family. Your sensory and motor reflexes will be tested and the physician will examine your head, neck and spine. Your initial examination will last for 15 minutes to about one hour, depending on your health problem. Return appointments generally take between 5 and 20 minutes.

Is There any Preparation for a Neurological Exam?

We ask that our patients bring a list of all medications that they are currently taking to each exam. You may also want to write out questions you have or specific information that you want to tell your doctor. Bring your medical history and visit our website for our forms.

Test Results

If your physician orders diagnostic testing, the clinical assistant will schedule the test, making every effort to schedule multiple tests on the same day. Our physicians review all test results and the results will be reviewed with you by phone or at your follow-up appointment. **Due to the volume of test results we receive, only abnormal results will be called.** Patients are welcome to call the office to obtain their results.

Blood Levels

If you are on a medication that requires routine blood work, you should plan to have your blood drawn before your morning dose or right before your next dose of medication if taken later in the day. This will assure the most accurate assessment of your therapeutic level. For your convenience, our Columbus location is capable of drawing most blood work.

Contacting the Office

When contacting the office with questions or with progress reports, patients will communicate with their physician's medical assistant. You may use our patient portal to contact your physician's assistant. We have a staff of medical assistants trained to deal with neurological questions. Your message will be forwarded to your physician for attention. In most cases, the physician will give instructions for medication changes or call and set up an appointment if needed.

Prescription Refills

Our Narcotic policy follows Indiana guidelines. All patients that receive a prescription for Narcotics must sign a Narcotic agreement. If requesting a written prescription please contact the office several working days in advance. When picking up a prescription from the office a photo ID must be shown and the prescription signed for. If you are requesting non-narcotic refills please contact your pharmacy. Note that it may take up to 48 hours to process your request. Refills are not called in after hours or on weekends and no prescriptions are sent out by mail.

Emergency Needs

Our office is closed on Saturday and Sunday. Should you have a medical emergency please call your family physician or Columbus Regional Hospital (812-379-4441). Should you need neurological care; the physician on call from our practice will be called to assist in your treatment.

Release of Your Medical Information

Your family doctor and/or the doctor that referred you to see us will receive a written update of your progress after your visit. These are mailed directly to your doctor at no cost to you. In most instances there is a charge for copying your records. We ask for 7-10 business days to complete forms and records requests. For information about copying cost, or to obtain an authorization form call 376-3100 or 800-319-2348 ext. 3315 or visit our website to download our forms.

Billing and Payment Information

Insurance Benefits

We want to inform you of our payment terms and the help available to you in understanding your payment options. As a patient of Neurology and Sleep Sciences we will file all insurance claims for you. In order to help us, we ask that you bring your insurance information (including insurance cards and photo ID) to all visits. We also file all Medicare claims for our patients with Medicare coverage. We ask that you pay 20% or whatever copayment your plan requires at your appointment. Our business office will help you receive your insurance benefits but ask that you understand what your insurance benefits provide. We are not responsible for making sure your insurance pays for your services. We also do not handle disagreements between you and your insurance company. Not every insurance company pays for all of your medical services. If you have questions about how much your medical services will cost, we ask that you speak with an Account Specialist. For many services we will be able to estimate the cost or provide a range. The actual cost will depend on what the physician feels is necessary for appropriate diagnosis. This will help you check with your insurance company to see how much of the total cost they will cover. To help you get your full insurance benefit, you must tell us when there are changes in your insurance coverage, where you work, or your home address and phone number.

Work Injuries

Having a work injury is always stressful. In order for us to help you and your employer, we ask that your referring physician give us your Workers Compensation information at the time the appointment is scheduled. This information must be provided prior to your visit in order for us to obtain authorization from the Workers Compensation carrier.

Precertification and Prior Approvals

Your physician may prescribe a treatment or testing that requires prior approval or precertification in order to be covered by your insurance company. Some examples of this would be MRI, Sleep Study, and C-Pap machines. It is not possible for us to know the certification requirements for every product. If there is a question of coverage for any service, you are responsible for checking your policy and speaking with your insurance to guarantee coverage. Inform the office if you need referral forms completed. Our staff will assist in the completion of any of these types of forms, or work with you to obtain the information needed by your carrier.

Payment for Services

Though we file insurance claims to assist you, Neurology and Sleep Sciences does expect payment at the time of service. Payments can be co-payments and deductibles set by your insurance company, or will mean payment in full if no insurance is available. For easy payment, we accept cash, check, MasterCard, Visa and Discover. In some cases, we may require payment in full before services are performed. If paying your bill is difficult because of serious financial issues, we are willing to work with you to arrange a budget plan. Budget plans may be given in the event of a long illness, loss of work, or other unusual circumstances. Account Specialists are available to help you by phone or in the main office.

How we Respond when Payment is Not Made

Neurology and Sleep Sciences is dedicated to clear and timely communication. In order to provide you the best possible service, we ask the same from you. All account balances over 90 days (that are not on a budget plan or waiting for an insurance response) may be sent to an outside collection agency, and your credit may be impacted. During this time, you will have received three billing statements and a written letter from our business office about your balance. If you have a financial issue which makes it difficult to pay, please call our business office. If we do not hear from you, we will assume you have chosen not to pay for services. We will then seek payment from you through all legal means.

If you have questions about paying your bill, or have questions in the future please call our business office.

If you are mailing payments please make all checks payable to:

Neurology and Sleep Sciences
1655 N Gladstone Ave. Suite A
Columbus, IN 47201-5380

Or Visit our website and pay online at
www.crh.org/neurology

Important Points

- Call to schedule, cancel or reschedule appointments. We require 24 hours notice to cancel or reschedule appointments
- Keep us up to date on changes; name, address, phone and insurance coverage
- Please bring your photo id, insurance card(s) and a list of medications to every visit
- Call your pharmacy 2-3 days before running out of medication

Service Locations

Main office: Columbus - 1655 N Gladstone Ave Suite A

Satellite offices: Seymour - 225 South Pine Suite 330

Batesville – Margaret Mary Professional Center 1033 State Rd 229

M, T, Th and F 8-4:30 Wed 8-3:30

M, W 9-3

3rd Wednesday of the month

How to Reach Us

Main Office 812-376-3100

Toll free 800-319-2348

Fax 812-372-1431

Please visit our patient portal to learn how to access your health information and communicate with our office online:

<https://mycrhdoc.neurologycolumbus.org>