About SpecialtyCare®
SpecialtyCare is a leading provider of medical specialists who work with surgeons and operating room teams in more than 1,000 hospitals across the United States. This information explains the neuromonitoring services we provide as part of your medical team. Feel free to contact our IONM patient advocates with any questions about our professional services, medical information policies, billing, and insurance.

Accredited and certified by The Joint Commission

Payment Options
SpecialtyCare will provide care without discrimination regardless of a patient’s ability to pay or insurance status. Our flexible payment options are available to both insured and uninsured patients. Contact our patient advocates to learn more.

866.475.0002
wecare@specialtycare.net

Protecting Your Privacy and Medical Information
We are committed to protecting your privacy by safeguarding your medical information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Our processes are also fully compliant with the Health Information Technology for Economics and Clinical Health Act (HITECH). You can obtain our Notice of Privacy Practices from the Resources section of our website, or request a copy from one of our SpecialtyCare IONM patient advocates.

Contact Us
We are committed to being your partner for life and providing the certainty of quality care, better outcomes, and exceptional customer service. Please contact our IONM patient advocates by phone or email if you have any questions.

866.475.0002
wecare@specialtycare.net

SpecialtyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-615-345-5552.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-615-345-5552

SpecialtyCare®

Intraoperative Neuromonitoring
Making Surgery Safer®

Your surgeon has chosen

SpecialtyCare IONM Patient Advocates
866.475.0002
wecare@specialtycare.net

3 Maryland Farms, Suite 200
Brentwood, TN 37027-5005

Learn more about us at
www.specialtycare.net
Making Surgery Safer®

Your surgeon ordered intraoperative neuromonitoring for your upcoming surgery.

Intraoperative neuromonitoring (IONM) is a highly specialized and vital medical service that protects your health and safety by continuously evaluating the function of your nervous system and muscles during surgery.

On the day of your surgery, our SpecialtyCare neurophysiologist will meet with you in the hospital and answer your questions about IONM. He or she will accompany you into the operating room and place electrodes over the appropriate nerves and muscles so that important information about you can be obtained during the procedure.

The SpecialtyCare neurophysiologist will remain in the operating room throughout your surgery, continuously monitor the function of your nervous system and muscles, and provide real-time information to your surgeon, anesthesiologist, and other members of the team.

Typically, a second SpecialtyCare neurophysiologist or physician in a remote setting will also monitor you throughout the procedure to further ensure your health and safety.

In-Network and Out-of-Network Insurance Coverage

We will bill your healthcare insurance company for the professional medical services we provide to you during surgery. Your insurance company may pay for all or a portion of the costs depending on your specific insurance carrier and health plan. Sometimes our services are considered “out of network.” We recommend that you contact your insurer or one of our IONM patient advocates prior to your procedure to learn the details of your coverage. Please note that we can help you discuss out-of-network claims or make an appeal for coverage with your insurance company.

Deductibles and Co-Pays

Depending on your coverage, your insurance company might require a deductible or co-pay from you. If so, the deductible or co-pay will appear on the explanation of benefits (EOB) that you receive from your insurance company. The explanation of benefits (EOB) is not a bill. If you are responsible for a deductible or co-pay for SpecialtyCare’s services as assigned by your plan, you will receive a bill directly from us.

Sending Payment

If you should receive a bill from SpecialtyCare, please send your payment to the address listed on the bill. Payment from your insurance company is usually sent directly to us.

If you receive payment from your insurance company for our services, please sign the check and mail it, along with a copy of the explanation of benefits (EOB), to this address:

SpecialtyCare
Department 1748, P.O. Box 11407
Birmingham, AL  35246-1748

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866.475.0002
wecare@specialtycare.net