

Steps for Ortho Cases

1st phone call

1st Get patient Basic Info & group

- Ref By

- Ortho

- MD

Need MD to get Auth for consultation.

We will need Ceph & study models from Ortho along with detailed description of recommendation for treatment.

Scheduling & needed Info

Once we have Auth call to schedule patient for appointment.

Make sure DR. has reviewed X-Rays and has a work up ready for the patient.

Mail patient basic questionnaire to fill out and have ready before patient is seen.

First Appointment

Patient first appointment.

Patient comes in with Dr and he finishes up with work up.

Have Dr write up a dictation report (consult report including recommendation with proper language in CPT Book Along with check off list from 1CD9 codes.)

Getting Authorization

Then we send out a letter of:

1. Request for prior Authorization
2. Computer Analysis
3. Dictation
4. X-Rays & Models if requested

Waiting

Then mail out letter for Authorization (4-6 weeks)

We have Authorization

Once we have letter of Authorization we can call pt. We need to confirm with insurance pt co pay & fee schedule.

Need a letter from insurance in writing of that they will pat. (Disclosure of Legality).

Getting PT ready for surgery 2 month out

(Letter of agreement).

United healthcare came calls it pre determination & a network gap exception.

Call Ortho Dr. & let them know we need 3 months notice before surgery is ready. Movement needs to be stopped 1 month before work up.

Bill out surgery

To bill the claim we will need to print out claim form & OP report from Hospital along with MD NPI# and auth.

1 month before surgery only

3 months time period before surgery send to primary care for admission H&P & lab work. CBC UA PT & PTT.

Over 40 they will need EKG & Chest X-ray on or Lab work.

(All needs to be within 1 month of Surgery. MD will need surgery dates)

3 Month before surgery

Need to schedule them hospital for surgery call.

Few Days

Need to send hospital all lab work. Few days before surgery.

(SEND PT PACKET WITH ALL CONSENT & INFO FOR MD & ORTH. LABWORK & BLOOD DRAWN FOR POSSIBLE TRANSFUSION)

For 3D Planning make sure always to send “cut” and “uncut” models along CT Scan & paper work.

In case they want be able to open CT Scan we can always upload on their website.