



Dear Patient,

The physicians and entire staff at the Southern California Center for Neuroscience & Spine would like to welcome you. Chapman Medical Center, in collaboration with your physicians, is here to provide you and your family quality health care.

As a hospital based outpatient center we can offer comprehensive health care that includes laboratory, radiology and preventative care services, all provided here at the center. In addition, as a hospital based outpatient center we are held to the highest standards and regulations under the Department of Health Services (DHS), Joint Commission Accreditation of Hospital Organizations (JCAHO), and Health Care Finance Administration (HCFA). To be in compliance with the many regulations we must deliver care differently from a physician practicing in a private office.

We are required to bill professional services performed by your doctor, and technical or ancillary services performed by clinic staff RN's and LVN's separately. Therefore you may receive a bill or "explanation of benefits from your physician and/or health plan, Chapman Medical Center, and the laboratory, that provided services in collaboration with the center.

If you belong to a Health Maintenance Organization (HMO), we may not be able to perform all your tests and procedures right at the center as your HMO may have contracted specific agencies to provide ancillary services.

If you belong to a Preferred Provider Organization (PPO), in most cases, you will be able to have all your ancillary services provided here. These services may fall under your facility deductible or technical portion of your health plan benefits. If you are unclear as to what your health care benefits cover and/or how your health plan deductibles are applied, we will be happy to assist you as best we can. We understand how frustrating and at times confusing the many health care plans being offered can be and our goal at the Southern California Center for Neuroscience & Spine is to provide you with comprehensive care.

Sincerely,

The Southern California Center for Neuroscience & Spine Staff.

I have read and understand the above information regarding insurance billing.

Signature of Patient / Guardian

Date

Welcome Letter
Southern California Center for Neuroscience & Spine
2617 E. Chapman Ave. #110
Orange, CA 92869
714-633-2220

Addressograph