

Abay Neuroscience Center

If your physician has recommended surgery:

Your physician at Abay Neuroscience Center may recommend surgery as treatment for your condition. Before surgery is scheduled, we must get approval from your insurance company. This handout is to explain the process of working with your insurance company based on their policies along with the contractual agreement you have with the company.

Even if your physician has recommended surgery, the insurance company may not approve the surgery, based on their policies. Most insurance companies require what is considered “conservative treatment”, in the last 3-6 months, before surgery is considered for the patient. Conservative treatment may include, but is not limited to:

- Physical therapy
- Epidural steroid injections
- Chiropractic Treatment
- Weight Loss
- Other

Your physician at Abay Neuroscience Center can order this treatment if it's appropriate. Also, if you smoke, the insurance company will require that you stop smoking for at least 3 months prior to the surgery. ***It's important to note that even after conservative treatment is completed, the insurance company may not approve surgery.***

Insurance companies also typically take a minimum of 14 days to approve surgery. For the process to occur, our practice sends in all your chart notes, physical therapy notes and other conservative treatment documentation. It may take a week or more for us to gather the information before we can submit to the insurance company.

If your physician feels the best treatment for your condition is surgery, we'll work closely with you and your insurance company to make the process as smooth as possible. If approval is denied, most insurance companies have an appeal process and you'll have the option of working through the appeal process. However, the appeal process can be very lengthy and time consuming for both the physician and office staff and going through the appeal process still does not guarantee approval of the surgery.

Again, most people think if the physician makes a recommendation for surgery, their insurance company will approve the surgery. That is not the case and we want to make clear it's a process that may take time and effort.

Thank you for choosing Abay Neuroscience Center.