

A GUIDE FOR YOUR VISIT TO MAYFIELD CLINIC



Welcome

We are pleased that you have chosen Mayfield for your neurosurgical care. Every day we strive to uphold the highest standards in medical practice and to give our patients individualized treatment to meet their special needs.

To help us better serve you, we have outlined specific information you need to review before your first appointment.

Items for You to Review

- confirmation of your appointment
- medical history questionnaire
- map to the office
- information about your physician
- Mayfield's patient financial policy



Appointments

Please bring these important items to your first appointment:

- completed medical history form, including a list of medications and dosages
- MRI or other images and written reports, unless already provided during Priority Consult
- any other written reports
- name and address of your family doctor and other referring physician
- insurance card and/or Medicare or Medicaid card
- referral or authorization forms
- workers' compensation claim allowance letter
- any special forms that need to be completed
- payment for services not covered by insurance, including copayment, coinsurance and deductibles
- signed financial responsibilities form

Future Appointments

Follow-up appointments can be scheduled at the office or by calling our Initial Care Department at **513-221-1100** or **800-325-7787**.

Delays and Cancellations

If you will be late for your appointment, please notify us as soon as possible. If you need to reschedule or cancel an appointment, please call our Initial Care Department at least 24 hours before your appointment.

Because our physicians are sometimes called into medical emergencies, there may be times when your office visit is delayed or canceled. If this happens, we will notify you as soon as possible. If necessary, we will reschedule your appointment at the earliest possible time.



Insurance and Payment

Depending on whether you have insurance, and the extent of your coverage, you may be asked to make a payment at the time of your visit. We suggest that you contact your health insurance provider before your appointment to verify benefits and coverage, and to confirm that your Mayfield physician is a participating provider.

Your copayment, coinsurance and deductible are due at the time of your visit. If you require surgery, a payment request may be made prior to scheduling. For your convenience, Mayfield accepts cash, personal checks, Visa, MasterCard and Discover.

Please remember to bring your insurance card, Medicare or Medicaid card with you to your office visit. If you do not bring your card, we will ask that you pay at the time of your visit.

Mayfield accepts Care Credit Plus. To learn more about their low interest or no interest payment plans, visit www.CareCredit.com or contact one of our financial coordinators at 513-569-5300.

Health Plan or Managed Care Plan

If you are enrolled in a health plan or managed care plan, your copayment will be collected before you see the doctor.

Medicaid/Managed Medicaid

If you are enrolled in Managed Medicaid, your copayment will be collected at the time of your visit. No payment is required for traditional Medicaid. A physician referral is required for both Medicaid and Managed Medicaid patients.

Medicare/Managed Medicare

If you are enrolled in traditional Medicare, a 20% co-insurance payment will be collected at the time of your visit. However, if you have secondary coverage to Medicare, no payment is required.

If you are enrolled in Managed Medicare, your copayment will be collected at the time of your visit.

Workers' Compensation and Self-Insured Employer

If you are being seen for a work-related injury, your claim must be approved by the Bureau of Workers' Compensation or self-insured employer.

If approved, please provide the following information: date of injury, claim number, the name and billing address of the managed care organization that administers your benefits, and the name of your treating physician.

If your claim is pending or not approved, Mayfield will submit a claim to your health insurance company. If you do not provide your workers' compensation claim number, and you do not have health insurance, we will ask that you make payment at the time of your visit.

Out-of-Network Insurance

If Mayfield Clinic is not included on your insurance plan, we will assist you in obtaining benefits from your insurance company, but ask that you make payment at the time of your visit.

No Insurance

If you do not have health insurance, we will ask that you make payment at the time of your visit. Please contact Mayfield's financial coordinators if you have questions.

Billing Questions

Contact Mayfield's Patient Accounting Department at **513-569-5300** or toll-free at **800-325-7787**, for billing questions, or to speak with a financial coordinator.

Outpatient Services

We provide many outpatient care services for our patients. We understand the importance of having as many of your medical services as possible conducted with efficiency and coordination, and we have invested in some facilities and services to help provide comprehensive treatment. These include: Mayfield Imaging Center, Precision Radiotherapy, the Mayfield Clinic Spine Surgery Center and Mayfield Procedure Suite. We hope that if you have the opportunity to use these services, you will find them superior in all respects.

Important Contact Numbers

Appointments / General

513-221-1100

Billing / Financial Coordinators

513-569-5300

Surgery Center Billing

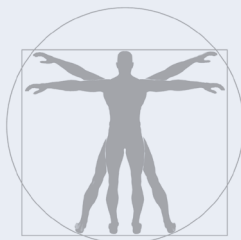
513-569-5310

Toll Free

800-325-7787

Email

comments@mayfieldclinic.com



Potential Conflicts of Interest

Physicians are patient advocates, so any potential conflict of interest is a concern to all of us at Mayfield. We try to avoid potential conflicts but some are unavoidable and others are desirable for the patient. For example, a surgeon's decision to recommend an operation rather than a non-operative approach can represent a financial conflict of interest even though the surgery is the best treatment option. Ownership in treatment or diagnostic facilities may also represent a potential conflict of interest. Participation by surgeons in the research and development of equipment and devices implanted into the body, such as spinal instrumentation and heart stents, represent additional potential conflicts of interest.

We have some of these types of relationships and believe they benefit our patients. For example, we have developed a spine surgery center, a free-standing MRI center and a radiosurgery center. These serve our patients in many ways. Our imaging center provides a seamless method of registration, processing and reporting of image results back to us. Our spine surgery center is a state-of-the-art facility with specialized spine equipment and staff, a soothing environment and superior service. Our radiosurgery center provides sophisticated radiation treatments and expertise that are not available anywhere else in the region. Each of these services is provided at rates comparable to competitive services. Nonetheless, they can be viewed as potential conflicts.

Since its founding in 1937, the Mayfield Clinic has established a proud record of fulfilling its mission of patient care, research and teaching and has established a world leadership role in the high tech field of neurosurgery. As such, your surgeon may devote some of his time to traveling and

training other surgeons in advanced surgical techniques or the use of implants. In doing so, he may be compensated for his efforts. Your surgeon also may use implants or devices in your surgery that were manufactured by companies for which the surgeon has done research and received some compensation. For example, the Mayfield Headrest, a device to stabilize the head during brain surgery, is used in practically every neurosurgery operating room throughout the world, and was developed by our founder, Dr. Frank Mayfield. These relationships could be viewed as potential conflicts, even though your surgeon believes these are superior alternatives to other approaches.



Mayfield Headrest

Please discuss these issues with your surgeon if you have questions or concerns regarding any of these matters. A complete list of the Mayfield Clinic's related financial relationships, or those of your specific Mayfield physician, is available upon request.

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&
S P I N E I N S T I T U T E

Visit Our Web Site

For more information about Mayfield Clinic, our physicians and services, and neurological diseases and disorders, visit our Web site at www.mayfieldclinic.com.

www.mayfieldclinic.com

designed
to serve
you better!

- ◆ learn about your condition
- ◆ read patient hope stories
- ◆ look up list of insurance providers
- ◆ find out about current clinical trials
- ◆ download and complete medical history forms before your appointment
- ◆ pay your bill online
- ◆ read patient FAQs



Your Satisfaction Is Our Goal

Our entire staff is dedicated to giving you the best possible service. If you have suggestions about how we can better serve you or others—or if we have not provided the level of service you expect—please contact us through our Web site at www.mayfieldclinic.com. You can also call or write our President & CEO at:

Mr. Michael J. Gilligan
President & Chief Executive Officer
Mayfield Clinic & Spine Institute
506 Oak Street, Cincinnati, Ohio 45219
513-221-1100