

ASC Procedure Times :

- If a patient is calling in about their procedure time we will instruct them that “***Procedure times are given in the late afternoon the day before the procedure:***” WHY? “***The ASC schedule is constantly fluctuating so the times aren’t set until we know all the cases that will take place that day, this is to help prevent long wait times***”

If the Pt needs a time to secure a ride two days in advance through their insurance company:

- Advise the PT to schedule their ride for 9/10am arrival to secure their ride for the day. Then, if the arrival time changes once the ASC calls them then they can update the time with their medical transportation. (LB)

Verification:

- **What:** A verification is an estimated time of service quote based on the patients current health care benefits
 - Pt calls in and wants to know the cost of their upcoming ASC procedure:... **please transfer to ASC Quote team at 8255**
 - Side note a Procedure suite appointment would be transferred to the corresponding clinic not ASC team.

Authorization:

What: an authorization is permission from the insurance company to move forward with a procedure based on meeting the medical necessity guidelines outlined in their insurance plan.

- **Situation:** A patient calls in and says’ their insurance company has authorized their procedure and wants to know if it’s good to go...
Transfer to 8255
- **Situation:** A patient receives a denial letter in the mail from their insurance company that their upcoming procedure has been denied...
Transfer to 8255
 - Basically everything that is related to an upcoming procedure in an ASC needs to go to **EXT 8255**
- **Situation: The insurance company** calls and has an approval or a question about an upcoming procedure then we will transfer it to the authorization rep assigned to that location and Doc (See Below)

If unable to reach a teammate at 8255 → Send email to ASC QUOTE/SAVE ASC-QUOTE/SAVE@physicianpartnersoa.com

***BIS team handles Merritt, Park, Sun City and Armenia see corresponding email:**

Merritt Island ASC Auths: merrittascauthorization@physicianpartnersoa.com

Park ASC Auths: ParkASCauthorization@physicianpartnersoa.com

Armenia ASC Auths: armeniaascauthorization@physicianpartnersoa.com

Sun City ASC Auths: suncityascauthorization@physicianpartnersoa.com

Orlando Outpatient Surgery Center LLC	
Tiffany Lee	Ahmed, Taufiq MD
Tiffany Lee	Fernandez-Silva, Jorge MD

Habana ASC	
Joanys Toledo	Ellis, Neil James MD
Joanys Toledo	Gorman, Chad MD
Susana Farias/Suzette	Leal, Jorge J MD
Nicole Rice	Medina-Sanchez, Jose MD
Susana/Suzette	Orbegozo, Mauricio MD

West Park ASC	
Jodi Rodriguez	Guirguis, Robert DO
Nancy Miller	Le, Thanh Thien MD
Gina Newton	Otero, John Kevyn MD
Nancy Miller	Reilly, Thomas MD

Alliance Surgery Center - CPRC	
Suzette Johnson	Dedes, Howard MD

Boynton Beach ASC	
Nicole Rice	Tapia, Alejandro , MD

Precinct Ambulatory Surgery Center	
Celissia Watkins	Heil, Thomas Luke MD
Mayelin Marrero	Moore, William MD
Luke Cosgrove	Nieves, Luis MD
Tylee Kling	Wiley, Brian MD

Medical Records:

- **Situation:** A patient calls in and states that they need their Med Records sent out ASAP!
 - **What to Do:** Ask the pt if they were working with an attorney or a were hurt at work (Deciphering if they are LOP or WC) notate the answer, then collect the pts name, phone number fax number and how long since it's been since the initial request was made. **Email this info to Cris Colina.**

Billing:

If a patient has a billing questions or would like to make a payment we are transferring them to the third party billing service that is outlined on each clinic page on the Scheduling Website.

Scheduling Website → <http://ppoa.atlcg.com/>

Solicitors:

- These are vendors that we don't current work with attempting to solicit business (Examples Staffing companies, medical instruments or supplies etc..)
 - **What to Do:** Take all contact info Name/Number/Company info and send to Cris Colina and Michael Hardy who will distribute to the appropriate department.