



ADVANCED
ORTHOPEDICS
NEW ENGLAND

Surgical Deposit Policy

As a patient, we care about you and want to assist you in understanding the Surgical Scheduling Process. We appreciate the complexities of preparing for surgery and aim to provide a skilled, organized, compassionate service.

A Surgical Scheduler will contact you to schedule surgery. Once surgery is scheduled, our Business Office Staff will:

- Verify your health insurance benefits
- Obtain pre-certifications or authorizations, if necessary
- Verify your insurance plans out-of-pocket (deductibles, co-insurances, co-payments)
- Contact you to review your insurance benefits as it pertains to your planned orthopedic surgery
 - If you have any anticipated out-of-pocket patient responsibility, AONE will collect a \$500.00 surgical deposit on your account.
 - The deposit must be received- no later than 3 business days before your surgery date.
- Review current account balances and payment options

NOTE: You are responsible for obtaining a referral from your Primary Care Provider (PCP), if required.

Refund for Deposits: Once your surgical claim processes with your insurance, if the deposit exceeds the amount you owe for the surgery, you may be eligible for a refund as long as there are no outstanding balances on your account. The deposit will be applied towards any outstanding patient responsibility on your account before being refunded.

Your patience is appreciated while all charges are compiled and your account is validated to determine if any refund is due. Please allow sufficient time for processing and mailing of your refund check.

If you have any questions or would like to speak to one of our Business Office Representatives, please call the office at 860-728-6740 and select option 5.

ctortho.com



35 Jolley Drive, Ste 301
Bloomfield, CT 06002

113 Elm Street, Ste 302
Enfield, CT 06082

1084 Cromwell Ave
Rocky Hill, CT 06067

299 Carew St, Ste 409
Springfield, MA 01104

224 Hartford Tpk
Vernon, CT 06066

Urgent Care Locations
Enfield and Vernon

CT Offices Tel (860) 728-6740 Fax (860) 286-9547 MA Offices Tel (413) 788-7321 Fax (860) 547-1554