

TOA

TENNESSEE ORTHOPAEDIC ALLIANCE

Thank you for choosing Dr Lowe and TOA to help you with your spine problem. Your physician has recommended further testing and we would like to review the next steps toward scheduling your testing.

Prior to your surgery, TOA will verify insurance benefits, eligibility, obtain pre-certification and authorization from your insurance company for the professional services.

A TOA Financial Counselor will contact you to inform you of your benefits and responsibilities based on your insurance. Utilizing your insurance benefits such as co-payments, outstanding deductibles and/or out of pocket expenditures, the Financial Counselor will calculate your estimated expense for professional services only. Payment is expected prior to confirming your scheduled date of surgery.

You will receive additional charges related to your surgery by other providers that are directly involved with your care the day of surgery. Please contact those providers with any questions regarding their specific charges.

If you have any financial questions regarding your expense for professional services, a TOA Financial Counselor is available Monday through Friday 8:00 AM until 4:30 PM at 615-963-9200.

Thank you,

Heather Lawson
Financial Counselor
Phone: 615-963-9200 X 2301
Fax: 615-963-9201