

**Northern Virginia Center For
Gastrointestinal Endoscopy**

3914 Centreville Rd.

Chantilly, VA 20151

(703) 956-6836

Updated: Dec 2015

Online Medical History Instructions

Welcome to the Northern Virginia Center for Gastrointestinal Endoscopy. Our center requests that you fill out your medical history online with One Medical Passport **as soon as your procedure has been scheduled**. Once you do this, our nurses will be able to access the information you entered online. This information will help our nurses prepare you for your procedure.

Be sure to have the following information available before starting your Medical Passport:

- Your health insurance information.
- The names, addresses and phone numbers of your physicians.
- A list of all medications you are taking, their dosage and frequency.
- A list of surgical procedures you have ever had and their approximate dates.

To begin your online Medical Passport,

- 1) Go to: www.onemedicalpassport.com
- 2) Check the box to accept the Terms of Use and click "Register for a Medical Passport"
- 3) Choose the Medical Facility and Physician option
- 4) Select our State and Medical Facility from the drop down list:
N. Virginia Center for Gastrointestinal Endoscopy (Chantilly) Facility ID # 000443
- 5) Complete the registration and medical history screens, click Finish to submit your Medical Passport to our facility. If you need help with this process, please use the Help link on the left side of the screen.

Additional Help to Complete Registration

Each page has a **Help** link you may click for assistance. If you are unable to complete your history online a pre-admission nurse will contact you by phone close to the date of your procedure to complete your history with you.

How to return to One Medical Passport

If you have already registered you may go directly to www.onemedicalpassport.com

In the lower left corner of the screen ("Already Have a Medical Passport?"), enter the username and password you created when you registered and click 'go'. Select the 'Medical Facility and Physician' option and click 'Next'. Select the State and Medical Facility. Your previous medical history will populate the form. If you do not see the option you are looking for or have a question please click the Help link on the left.

About One Medical Passport

Completing a *One Medical Passport* medical history online is easy. For most patients, filling out the entire questionnaire takes less than 30 minutes. Please fill out the questionnaire accurately, and be assured that all of your information is kept confidential and will be thoroughly reviewed by your medical team. At any time, you can quit filling out the questionnaire and come back and complete the unfinished portion at a more convenient time.

One Medical Passport is a website that allows you to enter your information at anytime from anywhere. You can also print out a copy of your medical history after you create it online and keep it with you or with your other health care documents, as well as have access to it online anytime you need it or want to update it.

Northern Virginia Center for Gastrointestinal Endoscopy, PLLC

3914 Centreville Rd. Suite 350

Chantilly, VA 20151

SCREENING COLONOSCOPY vs. DIAGNOSTIC COLONOSCOPY

If you are here today because you were sent to one of our providers for a “**Screening Colonoscopy**” or you have seen the physician and he/she recommends a colonoscopy, please read this form in its entirety. You need to be fully educated on the state and federal guidelines for reimbursement services.

The definition of a “**screening colonoscopy**” per CMS guidelines is as follows:

*“A colonoscopy being performed on a patient **who does not have any signs or symptoms in the lower GI anatomy PRIOR** to the scheduled test.”*

Any symptom such as change in bowel habits, diarrhea, constipation, bleeding, anemia, etc. prior to the procedure and noted as a symptom by the physician in your medical record may change your benefit from a *screening* to a *diagnostic* colonoscopy. We cannot change your medical record after you have been seen. We cannot change the fact that you have had symptoms prior to your procedure.

Please note: If you have had a colonoscopy within the last 10 years and the result indicated you had colon polyps, you may **NOT** be eligible for “screening initiative” benefits. You have a prior history of polyps. Your colonoscopy is now considered a “surveillance of the colon” and may be considered diagnostic. You may have been healthy and have had no symptoms since your last colonoscopy, but you have what is considered a pre-existing nature of polyps and therefore, are not eligible for a “screening”. If your colonoscopy has been over 10 years, you are eligible for a “screening colonoscopy” regardless of your history. ***It is your responsibility to know your insurance benefit. Please contact your insurance company with benefit questions prior to your procedure.***

Please be advised that if you are a true “screening colonoscopy” and during the procedure your doctor finds a polyp or tissue that has to be removed for pathological testing or if you are diagnosed with a GI problem, the procedure is no longer a “screening” but becomes “diagnostic”. Please be aware that any polyp that is found may be pre-cancerous and must be removed. We make every effort to code correctly for your procedure with the correct modifiers and diagnoses within each insurance company’s specific guidelines. We make every effort to work with the physicians, as well. The correct coding of a procedure is driven by the physician and your medical history. It is not dictated by your insurance benefits.

**Please note these guidelines are not necessarily in line with our Providers belief for proper patient care, however they are upheld as required by CMS Policies and Procedures.*

ABOUT ADVANCE DIRECTIVES

The best person to make decisions about your medical care is you. The best time to make decisions about what kind of medical care you would like, should you become terminally ill, is in advance, while you are healthy and able to make your wishes known.

What is an Advance Directive?

An *advance directive* is a written or oral statement that is made and witnessed in advance of serious illness or injury describing your wishes with regard to medical decisions. An advance directive allows you to state your choices about healthcare or to name someone to make those choices for you should you become unable to make decisions about your medical treatment or care.

What is a Living Will?

A *living will* generally describes the type of medical care you want or do not want if you are unable to make your own decisions. It is called a living will because it takes effect while you are still living. You may wish to speak to an attorney or physician to be certain you have completed the living will in a way that your wishes will be understood.

What is a Healthcare Surrogate Designation?

A *healthcare surrogate designation* is a signed, dated and witnessed document naming another person such as a spouse, child or close friend as your agent to make medical decisions for you should you become unable to make them for yourself. This designation is often included in the living will.

You may wish to name a second person as an alternate, should your first choice for healthcare surrogate not be available. Be sure, however, to notify these persons that you have named them as healthcare surrogates, and inform them of your wishes. ***It is also a good idea to give them, as well as your physician and attorney, a copy of both your living will and the healthcare surrogate designation documents.***

Do I have to complete an Advance Directive under (state) law?

No, there is no legal requirement to complete an advance directive. However, if you have not completed an advance directive or designated a healthcare surrogate, healthcare decisions may be made for you by a court appointed guardian, your spouse, your adult child, your parent, your adult sibling, and adult relative or a close friend, in that order.

What if I change my mind after I have completed a Living Will and/or designated a Healthcare Surrogate?

You can change or cancel these documents at any time, either orally, or in writing.

What should I do with my Advance Directive?

- Make sure that someone, such as your physician, lawyer or family member knows that you have an advance directive and where it is located.
- If you have designated a healthcare surrogate, give that person a copy or the original.
- ***Give your physician and any other health care provider a copy for your medical file.***
- Keep a copy of your advance directive in a place where it can be found easily.
- Keep a card or note in your wallet or purse that states that you have an advance directive and where it is located.
- If you change your advance directive, make sure your physician, lawyer and/or family member has the latest copy.

Policy on Advance Directive

It is the policy of Northern Virginia Center for Gastrointestinal Endoscopy, PLLC physicians and staff to "acknowledge" a patient's right to have an Advance Directive and will file any advanced directives that have been submitted or brought to our attention in the patient's medical record. The patient's medical record will be flagged as such.

However, Northern Virginia Center for Gastrointestinal Endoscopy, PLLC does not "honor" a "Do Not Resuscitate" Advance Directive order within the Center. Should an untoward event happen to a patient while he or she is in our Center, it is also our policy to stabilize that patient and transport them to the closest Joint Commission accredited hospital with a copy of the Advance Directive if made available to us.

Procedure Billing Breakdown

Dear Patient:

The procedure you have had or are about to receive, has four (4) separately billable components. Each of these entities is a separate company and cannot answer billing questions for the other. Listed below are the four (4) company's names and contact number.

- 1) **Benefits for Endoscopy Center (Facility Fee)**: Once you have been scheduled for a procedure at NVCGE, our office will be contacting your insurance company to determine benefits and what estimated amount will be owed at the time of your procedure. Depending on your insurance plan this estimated amount may or may not include co-pay, deductible, facility fee, and co-insurance. The estimated amount is due at the time of service, and failure to pay at the time of service will result in re-scheduling your procedure. If our original estimate was too high at the time of service, you will be refunded your overpayment in a timely manner.

Northern Virginia Center for Gastrointestinal Endoscopy collects this estimated amount for the Facility fee (for use of the Endoscopy center) ONLY.

If you have any questions concerning benefits for the facility please contact Lissette: (703) 956-6831

General Billing questions: (888)313-9539

- 2) The professional services of the surgeon (**Please contact your providers main office to get contact information for their office billing**)
- 3) The professional services of the anesthesia group and anesthetics used for anesthesia services. (when applicable)
Old Dominion Anesthesia
Billing questions please call: 1-877-360-1566
- 4) The pathology services (when Applicable). The Endoscopy center uses three pathology labs, depending on the patient's insurance company.
GI Pathology
Billing Questions please call: (855) 823-7277
APS billing for Maya Lab
Billing Questions please call: (800) 288-8325
Palms Pathology
Billing Questions please call: (813) 600-3055

Please read & ask questions that you may have so the content of this letter is understood at the time of service. Also retain a copy of this letter for your records in the case that you need to contact one of the four companies for billing questions.

Respectfully,

Northern Virginia Center for Gastrointestinal Endoscopy
3914 Centreville Road Ste 350
Chantilly, VA 20151

Old Dominion Anesthesia LLC

6094 14th St W Suite 150
Bradenton, FL 34207-4104
Tel: (877) 360-1566 Fax: (941) 358-9818

For Anesthesia billing questions, contact billing Services at: 1-877-360-1566

Dear Northern Virginia Center for Gastrointestinal Endoscopy Patient,

Anesthesia is commonly a covered component of your surgery. As a courtesy to you, the bill/claim for your anesthesia services will be filed directly to your primary insurance carrier, then to your secondary insurance carrier after primary payment. If no secondary insurance was provided at the time of service, we will send you a statement for the co-insurance due as determined by your insurance carrier. We have accepted assignment of benefits and your insurance carrier should send the payment directly to our remittance address.

If your insurance carrier sends payment directly to you, please endorse the back of the check and list **"Pay to the order of Old Dominion Anesthesia, LLC,"** above your signature **OR** write a personal check for the amount received. Please forward payment to the name and address listed above. We will also require a copy of the original explanation of benefits received with payment.

Old Dominion Anesthesia LLC does not participate with any insurance companies and has not negotiated with them on any rate schedule or discounts. However, we will work with your insurance carrier through appeal efforts to insure that **you are not penalized** for our non-participating (aka out-of-network) status. We are often able to negotiate with your insurer to allow **Minimal or No out-of-pocket anesthesia costs** to you due to our out-of-network status.

Please read & ask any question that you may have so the content of this letter is understood at the time of service.

Please retain a copy of this letter for your records in case you need to contact us while the claim is being processed and until it has been satisfied. You will receive an explanation of benefits from your carrier and until a statement is received by you Old Dominion Anesthesia LLC, please do not make any payments to us until you are notified in writing. If you are paid directly by your carrier, please contact us immediately.

Assignment of Benefits and Authorization to Appeal: I authorize payment of medical benefits to Old Dominion Anesthesia LLC. It is my understanding that the only charges that I may be responsible for are those charges assigned as "patient responsibility" by my insurance company or other third party payer or when I have no insurance or third party coverage. I agree to immediately remit to Old Dominion Anesthesia LLC and payments that I receive directly for services provided. I hereby authorize release of any medical records or information necessary to process insurance claims, appeal benefit determinations, coverage denials, or other adverse decisions on my behalf.

HIPAA Notice: Please note that Old Dominion Anesthesia, LLC and Northern Virginia Center for Gastrointestinal Endoscopy are business associates. As a result, Old Dominion Anesthesia LLC may receive, use, obtain, access or create Protected Health Information from or on behalf of Northern Virginia Center for Gastrointestinal Endoscopy in the course of providing anesthesia service. In order to insure your privacy and protection, please carefully read the HIPAA information Old Dominion Anesthesia LLC and Northern Virginia Center for Gastrointestinal Endoscopy have provided.

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Chantilly, Virginia 20151

PROCEDURE INFORMATION (PLEASE READ)

WHERE TO GO: 3914 Centreville Road Suite 350 Chantilly, VA 20151

ARRIVE: 45 minutes before your scheduled procedure time, to fill out any necessary forms

BRING: Insurance cards, Photo ID, Form of Payment

DRIVER/RIDE POLICY: It is NVCGE's STRICT POLICY that you have a friend or family member accompany you to your procedure and also STAY in the waiting room during the entire time of your visit/procedure. Failure to follow this policy may cause your procedure to be delayed or cancelled. This policy is set in place for the safety of our patients. NO TAXI SERVICE/UBER unless you have a friend or family member accompanying you during the ride. If you are unable to find a driver/ride, you may utilize a medical driving service company listed below: (Ask rates upon calling)

BRIGHT STAR (703) 267-2384

COMFORT KEEPERS (703) 591-7117

LENGTH OF PROCEDURE: Plan on being at the facility for approximately one hour.

PROCEDURE COST: The Endoscopy center collects deductibles & facility fees upfront for patient's procedures depending on the patient's insurance. Please make sure to bring a form of payment in case you may owe these fees.

Questions or Concerns:

If you have any questions regarding your procedure, contact your provider's main office.



Register

1. You will receive an invitation email from Northern Virginia Center for Gastrointestinal Endoscopy with a link and unique ID that will take you through the registration process. (Check Spam/Junk mail)
2. Click on the link in the invitation email to create a unique user ID and password.
3. Once registered, complete your medical, family and social history.
4. Click "send" to submit your information directly to our office.



How to...

Update my personal Information?

- Click on "health summary", then click on "update"
- Change the information you want
- Click on "send" to submit changes

Reset my Password?

- Click on "my account/change password"
- Enter your username, DOB and registered email address



Question

Can I schedule, reschedule or cancel my appointment online through Patient Portal?

No, you must contact your provider's main office.

Does the Patient Portal allow me to send a message directly to your office?

This feature is on the Patient Portal but CURRENTLY our office does not utilize this function. If you send a message, you may not receive a response.

Can I refill my prescription through Patient Portal?

No, you must go through your provider's main office, or pharmacist.

What do I do if my account is locked due to too many failed log-ins?

Click on the "change password" tab and follow the instructions.



Benefits

With the Portal You Can...

- Pre-register prior to procedure
- Update your personal medical records
- Log-on virtually anytime and anywhere
- Submit payments



Start

Take an active role in your healthcare.

- Create a user name and password today
- Recommended for Internet Explorer (8 or higher) or Mozilla Firefox.

For technical support issues **ONLY** involving the portal please contact: (703)956-6831

For medical questions, scheduling, cancellations, or Etc. Please contact your provider's main office.

Now!

We have an interactive online portal designed specifically for you, our valued patient.

Patient Portal by Northern Virginia Center for Gastrointestinal Endoscopy, PLLC