



Dear Patient,

The Crosstown Surgery Center is a physician owned state-of-the-art outpatient surgery center that specializes in Orthopedic and Pain Management procedures.

We take great pride in being a physician-owned surgery center with the goal of making every patient visit a positive experience. Our physicians, nurses, healthcare professionals, and administration are all actively involved in the operational decision-making to ensure that you receive the utmost in quality care and personalized service.

We strive to maintain the highest standards for patient care. Anesthesia services are provided by Southdale Anesthesiologists, LLC. Our Anesthesiologists also practice at Fairview Southdale Hospital in Edina, Minnesota. The Crosstown Surgery Center is licensed by the MN Department of Health and is Medicare-certified.

When receiving care at Crosstown Surgery Center, we request that outstanding charges be paid within the first month after receiving the first billing statement. It is your responsibility to pay any amount not covered by your insurance company. This payment policy excludes procedures not medically necessary. These are due at the time of service. If you do not have insurance, or if you have difficulty meeting the above payment requirements, please contact our **Billing Office at 952-456-7377**.

- **Insurance:** We will be happy to bill your insurance carrier. It is your responsibility to know your network coverage and benefits prior to surgery. If you should have further questions, please contact your insurance carrier. Without this information, your claim will be delayed. We will verify all of this information on the date of surgery and will have asked you to review this. Your cooperation is appreciated to ensure your medical claims process correctly.
- **Workers Compensation:** We will need: the workers compensation carrier, the claim number, your date of injury, the workers compensation contact person and phone number.
- **Auto insurance or liability insurance:** We will be happy to submit the claim to the carrier the first time, provided we have all the necessary information. You will ultimately be responsible for all charges and follow-up on these claims. Even though a claim is submitted to your insurance, you will also receive statements.

In addition to receiving a bill from Crosstown Surgery Center, you may receive bills from your surgeon's office and anesthesia providers in the event any have provided services related to your procedure. Please direct questions regarding a specific bill to the phone number listed on the bill. They will assist you with questions regarding payment and balances.

1. **Crosstown Surgery Center** – This facility charge includes nursing staff, technical staff, equipment, supplies, medications, and other items that were used during your stay with us.
2. **Southdale Anesthesiologists, LLC.** - This professional charge is for the assessment, supervision, and administration of anesthesia by a Medical Doctor of Anesthesia before, during and after your procedure.
3. **Twin Cities Orthopedics** – This professional charge is for the surgeon or provider that performed your procedure. This professional group practices at our facility.

**\*Remember:** As the insured patient or guarantor, it is your responsibility to verify that all 3 organizations are in your plan's network, and to verify coverage amounts. Please contact your insurance plan to verify coverage.

Through the teamwork of our physicians and staff, the Crosstown Surgery Center will do everything possible to make your surgical experience a positive one!

We look forward to exceeding your expectations and providing you with an outstanding surgical experience!

- The Physicians and Staff of the Crosstown Surgery Center