



**Digestive Specialists, Inc.**  
**Digestive Endoscopy Center, LLC**  
**GI Anesthesia**  
**GI Pathology of Dayton**  
**Springboro Imaging**

## Welcome to our Practice

Please read this information carefully, it will help you to communicate with our practice in the best way possible. *We are committed to meeting your expectations.*

- Your **physician/medical assistant** is the care team that will deliver your health services in our office.
- The medical assistant, your direct link to your doctor, will give you her card with a **direct phone number and hours available**. You do not have to call the operator if you have questions about your care.
- You will receive written discharge instructions after every visit. Please read these carefully. If you do not fully understand or if you have any questions call the medical assistant at the number provided.
- You will receive prescription refills to last you until your next appointment. We do not refill prescriptions over the phone as your medical condition needs to be re-evaluated before refilling.
- In emergency situations it is preferred that you to go to Kettering Medical Center or Miami Valley Hospital.

### Our Physicians

David M. Novick, M.D.  
Marios Pouagare, M.D., Ph.D.  
Teresa Patrick, M.D.  
Narayan Peddanna, M.D.  
Rajkamal Jit, M.D.  
Bikram Verma, M.D.  
Malay K. Dey, M.D., Ph.D.  
Jigna Thakore, M.D.  
Salma Akram, M.D.  
Nagaraja Oruganti, M.D.  
Robert Gaylor, M.D.  
Urmee Siraj, M.D.  
Kanan Sharma, M.D.

### The following are some frequently asked billing questions:

#### Q. What number do I call for billing questions?

A. For billing questions for all companies please call our Billing Line at **(937) 293-0773**.

#### Q. Why did I receive more than one statement?

A. As a service to our patients we offer multiple services under one roof:

- **Each service is billed separately.**
- To ensure timely processing, we request that each statement be paid separately. If you are sending payment by mail, **be sure to include a separate check for each statement.**
- You may receive a statement from any of the following companies:
  - **Digestive Specialists, Inc. (DSI)** – for **physician services only**. This includes the physician charges for *office visits* and *procedures*.
  - **Digestive Endoscopy Center, LLC (DECL)** – for **facility services**. This covers the facility charges for procedures, which are like hospital charges. Insurance companies process these under surgery benefits.
  - **GI Pathology of Dayton (GIPD)** – for **pathology and lab services** and/or a special **gallbladder test (CCK)**. This is the total fee for processing and reading biopsy specimens (including polyps) taken during procedures. *Please note: when you receive your EOB from your insurance company the doctor listed is the one who processed your specimens.*
  - **Springboro Imaging (SBI)** – for **radiological services**. This is for CT Scan, virtual colonoscopy or ultrasound services performed at our Springboro location. *Please note: when you receive your EOB from your insurance company the doctor listed is the one who read the scan.*
  - **GI Anesthesia** – for **anesthesia** received during a procedure. *Please note: when you receive your EOB from your insurance company the doctor listed is the anesthesiologist.*

**Q. Why was I charged a Convenience fee for my payment plan?**

**A.** In the event that you need to extend your payments over time, we offer a payment plan with automatic transactions from your checking account or credit card. We require a \$10.00 convenience fee for tracking and processing these monthly payments for each company. One fee will be charged for Digestive Specialists, GI Pathology of Dayton and Springboro Imaging. Digestive Endoscopy Center will have a separate \$10.00 convenience fee and a third \$10.00 fee will occur for GI Anesthesia if applicable.

**Q. On my explanation of benefits (EOB) from my insurance company – why is there a provider or physician listed that I have never heard of, did not see or is not listed as a Digestive Specialists, Inc. physician?**

**A.** When you receive your explanation of benefits (EOB) from your insurance company it may list the pathologist or physician working directly for **GI Pathology of Dayton, Springboro Imaging or GI Anesthesia**. This provider worked with your pathology, x-rays or anesthesia. This physician was involved in your care even though you may not have seen him or her directly.

**Q. I called my insurance company and they told me that your doctor should have coded my colonoscopy as preventive and then the benefits will be better and I will not have any out-of-pocket expenses.**

**A.** We did bill it correctly. You had a preventive exam, but during this exam if a polyp was found then it is very important that the doctor remove the polyp. Removing polyps prevents colon cancer. When a polyp is removed the billing code changes from preventive colonoscopy to colonoscopy with polypectomy. It will be illegal under these circumstances for us to change the code to a simple screening code. The insurance company can see from our billing that it was a preventive exam during which polyps were removed.

Your insurance may cover your exam in full whether it is a negative screening/preventive exam or something is found such as polyps if you have full screening benefits with your policy. **It is recommended that you contact your insurance company and explain the above. We are your advocate and will help you.**

**Medicare patients only – You will receive two bills for any service rendered at Springboro Imaging. Virtual colonoscopy patients:**

- You will receive one bill from **Springboro Imaging** for performing the test. If you have questions regarding the bill from Springboro Imaging, call **(937) 293-0773**.
- You will also receive a bill from **Proscan** for reading the test. For questions regarding your Virtual Colonoscopy bill from Proscan, please call them directly at **(866) 459-2525 x171**.

**CT Scans or Ultrasound patients:**

- You will receive one bill from **Springboro Imaging** for performing the test. If you have questions regarding this bill from Springboro Imaging, call **(937) 293-0773**.
- You will also receive a bill from **Kettering Network Radiologists**. For questions regarding your CT Scan or Ultrasound from Kettering Network Radiologists Billing, please call them directly at **(800) 282-0738**.

*If you ever have any concerns regarding your patient care, please call our **Patient Service Line** at **396-2700** and record your concerns. The office manager will immediately address these calls.*

\_\_\_\_\_  
Patient Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient or Guardian (Signature)

\_\_\_\_\_  
Guardian Name, if minor (Print)