

KCA NEUROLOGY

FRANKLIN | HERMITAGE | CLARKSVILLE

Servicing Facility Agreement

You have requested that a study be performed by a non-partner or non-preferred facility. KCA Neurology uses specific facilities for most referrals, infusions, and testing; however, exceptions may be made if absolutely necessary. Please note the rationale for use of a preferred facility outlined below. It is very important that you carefully note (and accept) your responsibilities when you choose to have testing done at a non-preferred facility.

Partner Facility	Non-Partner Facility
The KCA neurologist has access to full test reports, not just summaries, and will be able to review the report with no additional work on the patient's part.	You are responsible for bringing a copy of any reports, in FULL, to your follow-up visit. Frequently, results are not faxed to KCA by non-partner facilities. This often results in a patient's arrival to a follow-up appointment to review test results that KCA never received.
Referrals are checked and scheduled within 48 hours of receipt. You are given a referral card with contact information so you can easily communicate with the referral office.	Once we refer orders to a non-partner facility, we cannot be sure the order is scheduled or performed. It is your responsibility to make sure orders are scheduled and completed. A copy of any orders can be provided to you.
The prior authorization (permission from your insurance carrier) for the study is completed by our partner facility.	Not all facilities will obtain prior authorization from your insurance plan for the procedures they perform. KCA is only able to acquire prior authorization for the procedures actually performed by KCA. If you choose a non-partner facility, you may receive a bill after your test has been completed. It is your responsibility to ensure proper insurance authorization has been obtained.
All referrals are made to reputable companies/professionals vetted and trusted by KCA Neurology.	Not all radiology facilities have neuroradiologists on staff to read your scans. Not every company has the equipment or expertise to complete tests, infusions, etc. as ordered by KCA. KCA cannot comment on the integrity of the service provided by a non-partner facility.
All studies are reviewed in full by the KCA neurologist. Any urgent results are reported to the KCA neurologist by our partner facilities and KCA will contact you.	Urgent results may or may not be called in to KCA or to the patient. Often, we do not receive any reports at all. This is why KCA schedules appointments for the purpose of following up on services referred to other facilities. It is your responsibility to follow up on your test results and show up to the appointment scheduled for your test review.

Patient Signature:

Date:

KCA Staff: Please scan this signed document into the patient's chart and provide them the original before check-out.