

# Central Scheduling and Financial Clearance Reference Sheet

## KETTERING HEALTH NETWORK CENTRAL SCHEDULING TEAMS

The Central Scheduling Teams can help schedule your patient for their outpatient tests and procedures as well as change, update, or cancel a scheduled test or procedure. The Central Scheduling Teams can also confirm or reschedule outpatient appointment times, adjust locations, and review testing preparations.

### CENTRAL SCHEDULING

**Patient Scheduling Phone Lines:**

(937) 384-4510

(513) 867-2382

**Fax orders to Central Scheduling:**

(937) 522-8000

(513) 867-2439

**New Hours of Operation:**

Monday-Thursday: 7:30 a.m.-6:30 p.m.

Friday: 7:30 a.m.-6 p.m.

Sunday: 9 a.m.-4 p.m.

### KBEC BREAST IMAGING SCHEDULING

**Patient/Physician Phone Lines:**

(937) 299-0099

(800) 373-2160

Fax: (937) 522-8750

**Hours of Operation:**

Monday-Friday: 8 a.m.-5 p.m.

### PHYSICIAN PHONE LINE *(Physician and Office Staff only)*

**Physician Phone Lines:**

(937) 384-3888

(513) 867-2470

Fax (Please fax to Central Scheduling)

**Hours of Operation:**

Monday-Friday: 7:30 a.m.-6:30 p.m.

### NUTRITION AND DIABETES SCHEDULING

Phone Line: (937) 401-7588

Fax: (937) 522-8890

**Hours of Operation:**

Monday-Friday: 8 a.m.-5 p.m.



# Central Scheduling and Financial Clearance Reference Sheet

## KETTERING HEALTH NETWORK FINANCIAL CLEARANCE TEAMS

The Financial Clearance Teams can help verify the pre-certification of your patient's insurance coverage and provide pre-registration services. The Pre-certification Team validates the patient's coverage and file status for OP testing and, if it is not validated, will update the referral in EPIC or contact the physician office to see if they need assistance to obtain the pre-certification.

The Pre-registration Outreach Team provides patient estimates for OP testing, calls patient to pre-registration, provides/collects the liability estimate, and offers financial assistance to patients.

### PRE-CERTIFICATION TEAM

**Pre-certification Phone Lines:**

(937) 384-4821

Fax: (937) 522-7777

**Hours of Operation:**

Monday-Friday: 8 a.m.-5:30 p.m.

### PRE-REGISTRATION OUTREACH TEAM

**Pre-registration Outreach Phone Line:**

(937) 762-1500

**New Hours of Operation:**

Monday-Friday: 8 a.m.-8 p.m.

Saturday and Sunday: 8 a.m.-4:30 p.m.

### HOW TO SUBMIT A STAT ORDER FOR FINANCIAL CLEARANCE TEAMS

**When submitting **stat orders**, we recommend the following:**

- Indicate "stat" on the order.
- Please ensure the stat order is "clinically stat" with appropriate documentation to include tests and procedures necessary for the new stat order to be approved by insurance.
- EPIC users, please ensure office notes are up-to-date.
- Community physicians, please ensure the most recent clinical documents have been faxed to Central Scheduling prior to ordering a stat procedure.

**How to get set up with financial clearance services**

- Physician offices that would like financial clearance (pre-certification) services, please call (937) 384-4821 and speak with any representative.
- You will be asked for the physician(s), tax ID, NPI number(s), address, phone, and fax number.

