

Patient Refund Policy

Effective Date: 1/1/2024

At Neuromonitoring Services of America, we strive to provide the highest quality of care to our patients. Our refund policy is designed to be fair and transparent. Please read the following guidelines regarding refunds:

1. Eligibility for Refunds

- Refunds may be issued for overpayments, duplicate payments, or services that were not rendered.

2. Requesting a Refund

- Refund requests should be submitted within 30 days of the payment date.

3. Processing Time

- Refund requests will be processed within 14 business days from the date of submission.
- Refunds will be issued in the same form of payment as the original transaction (e.g., credit card, cash, etc.).

4. Non-Refundable Fees

- Certain fees, such as processing fees for specific services, are non-refundable.

5. Insurance Payments

- Refunds for overpayments made by insurance companies will be handled according to the insurance policy and procedures. Patients will be notified of any adjustments.

6. Contact Information

- For questions regarding this policy or to request a refund, please contact our billing department at (866) 226-8576 or send an email to billingadmin@intranerve.com.

7. Policy Changes

- Neuromonitoring Services of America reserves the right to update this policy as needed. Any changes will be communicated to patients in a timely manner.

Thank you for choosing Neuromonitoring Services of America. We appreciate your understanding and cooperation.