Submitting Documentation for Insurance

Within one week of your consultation, our office will follow up with you via email to confirm we have received your letter of support from your therapist and insurance card copies. Once we have collected these documents, we will start the approval process. We expect to hear from insurance companies 4-6 weeks after we submit your documents informing us if surgery is approved. If we receive an approval for surgery, our surgery coordinator will contact you to go over surgery deductible fees and details about the adolescent case review.

If you have not already done so by now, you must submit the following documents in order for us to move forward with scheduling adolescent case review and subsequent surgery:

1. Therapist letter of support
2. MD letter of support
3. Consent to Treat Minor form signed by both parents
4. Immunization Records
5. List of medications with dosage amounts
6. Health Share Release Form (For therapist phone meeting)

Adolescent Case Review

The adolescent case review is the meeting Dr. Mosser will have with the hospital team, which includes nurses and the anesthesiologist. Together, they will review the patient’s medical history, the letters of support, and Dr. Mosser’s notes from his discussion with your child’s therapist. This case review will not be needed if the surgery is scheduled at a surgery center (i.e. not the hospital).

Before the review, our office will coordinate the phone call between Dr. Mosser and your child’s therapist. This call opens lines of communication between the therapist and Dr. Mosser, which allows a quick flow of information if the patient’s mental health status changes or if a serious self-harm event occurs leading up to surgery.

This call helps confirm that all sides have identified the legal decision-makers (often, but not always, this means both parents) and if those decision-makers support the patient’s surgery. This call will also serve as a reminder that while postoperative depression is not common in adolescents, it is sensible for the mental health specialist to schedule a post-op screening for depression or depressed mood to occur about 10-14 days after surgery.
Denials
Unfortunately, we receive many denials for adolescent patients. Many insurance policies have an age requirement to cover top surgery. If a patient is under 18 years old, the plan can deny covering the surgery even though the benefits for top surgery might be laid out on the policy. If you receive a denial, we recommend you appeal the case. Our office does not do appeals, but we can provide you with resources for the appeal process. Our surgery coordinator will contact you by phone to inform you about the details of the denial. She will email you the denial letter, which will explain how to start the appeal process. The appeal process can be lengthy, and there is no guarantee surgery will be approved after an appeal is reviewed by your insurance.

If your appeals process is successful, we can expect to schedule your surgery 6 months from when we receive the approval letter from insurance. Our surgery coordinator can put you on a waitlist in case there is a cancelation.

Self-Pay
If you decide you do not want to go through an appeal process and would prefer to pay out-of-pocket for surgery, we can go over self-pay fees and surgery dates.

For the self-pay option, we do require a deposit to secure a surgery date, and we collect the remaining balance no later than 3 weeks prior to surgery. You can also be placed on a waitlist in case we have a cancelation prior to your scheduled date.

Traveling for Surgery
We recommend that patients traveling by plane plan to stay 8-9 days in the San Francisco Bay Area. This includes the in-office pre-op visit the day before surgery, the day of surgery, and the in-office post-op visit 6 days after surgery.

On the day of surgery, you will check into the surgery center 2 hours prior to the time of surgery. This surgery is an out-patient procedure, so patients will need to be picked up from the surgery center when surgery is done. Patients will not be able to leave the recovery room by themselves. Most patients have a friend or family member wait for them at the surgery center so they do not have to wait for their ride to pick them up. For patients who traveled by car more than 2 hours for their surgery, we recommend you stay within 1 hour of the city for the first 24 hours after surgery.

Post-Op Visit
Your post-op visit with Dr. Mosser will be 6 days after your surgery. You will have sutures, dressings, and drains removed at this visit. Our team will go over post-op care instructions you will need to follow at home in the coming weeks. If you do not live in the Bay Area, we can do online follow-up visits via the Remedly system. We will need to follow up with you as much as possible the first 6 months from surgery to check on how your incisions are healing.