

SAPD Scheduling Process- Office of Dr. David Hirsch
South Texas Spinal Clinic-9150 Huebner Rd. Ste 290 Building II San Antonio, Tx. 78240
Phone: 210-614-6432 Fax: 210-615-3586
Direct Points of Contact for New Patient Scheduling: Updated 10/24/18
Amy Sampson- Direct Phone Number: 210-293-3183 Extension 3183 (Email Address: asampson@spinaldoc.com)
Monica Suarez- Direct Phone Number: 210-293-3120 Extension 3120 (Email Address: msuarez@spinaldoc.com)
Direct Points of Contact for Front Office:
Hilda Wright- Direct Phone Number: 210-293-3185 Extension 3185 (Email Address: hwright@spinaldoc.com)
Fabiola Gomez- Direct Phone Number: 210-293-3158 Extension 3158 (Email Address: fgomez@spinaldoc.com)
Scheduling: Non-Work Related Injury- Blue Cross Blue Shield
SAPD Officer to call New Patient Scheduling to set appointment.
SAPD Officer will be asked to hand carry any previous X-rays or MRI's (in any) and clinical records from the ER or Urgent Care.
SAPD Officer will be asked to arrive 15 minutes prior to appointment time in order to complete registration paperwork. Registration paperwork can be emailed to the patient.
Scheduling: Work Related Injury - Tristar
SAPD Officer to call new Patient Scheduling to set appointment.
SAPD Officer to specify this is a work related injury and first appointment with a physician.
SAPD Officer will be asked to arrive 15 minutes prior to appointment time in order to complete registration paperwork. Registration paperwork can be emailed to the patient. SAPD officer will also be asked to hand carry discharge notes if seen at an Emergency room or Urgent Care. Any X-rays taken will be needed also.
New Patient Scheduler to contact Stacy Greer @ Tristar (210-404-0400) to report patient appointment and to get claim information.
Tristar-Denial or Dispute-
Stephanie Faragoza- Dr. Hirsch's Authorization Specialist- Direct Phone Number: 210-293-3142 Extension 3142- (Email: sfaragoza@spinaldoc.com). Stephanie will assist with getting authorizations on continued treatment for SAPD officers, as recommended by Dr. Hirsch or his physicians.
Authorization specialist will also assist in working on denials and disputes with Tristar. They will make multiple attempts and submit supporting documentation for disputes, as needed.
Authorization specialist will notify the SAPD officer of any appointment delays that may occur due to a dispute. New Patient Scheduler will notify the SAPD Officer of any denials.
Authorization specialist will notify the SAPOA Claim Specialist: Rosie Espinoza (phone: 210-828-9616/email: rosie@sapoa.org) or Monica Ann Mendoza (email: monica.ann@sapoa.org) of continued denials on particular cases.
Medical Records:
Patient Reports are automatically generated from Athena (South Texas Spinal Clinic- Electronic Medical Records System). The report is faxed directly to: referring physician if listed by patient, or Tristar for work related injuries. A mailed copy is sent directly to the patient.
For a Work Related Injury Patient- A TWCC 73 Form will be completed and available to be faxed to the assigned case manager.
If additional information or reports are needed, referring physician or insurance carriers can contact STSC Medical Records department. Direct Phone to Medical Records: 210-293-3137 Email: lrodriguez@spinaldoc.com
South Texas Spinal Clinic Policy for FMLA Forms- Charges may vary per form and must be paid by the patient.
Referring Physicians or Tristar Case Managers are able to request a phone consult with Dr. Hirsch or any of his physicians, by calling Sonia Manzano (Dr. Hirsch's Assistant). Cell Number: 210-381-5589.
Additional Points of Contact:
Angela Szymblowski (Director of Operations)- aszymbowski@spinaldoc.com (Cell Number- 210-852-5599)
Sonia Manzano (Assistant to Dr. Hirsch)- srmanzano@spinaldoc.com (Cell Number 210-381-5589)
Debbie Davila (Provider Relations coordinator)- ddavila@spinaldoc.com (Cell 210-838-2032)

**Updated 1/23/19