



Frequently Asked Questions

Office FAQs

What are your office hours?

Patient hours: Vary by office. Phone hours: Monday to Thursday, 8:00AM-5:00PM. Friday, 8:00AM-4:00PM.

Why do your rooms have names like “Australia” and “Cambodia”?

All of our exam rooms in the Colorado Springs offices are named after places that have special meaning for us. Atlanta, Australia, Boston, and Scotland are places our doctors have lived. We sponsor projects in Cambodia and Rwanda through World Vision; we fund child protection efforts in Cambodia and clean water projects in Rwanda.

Medical FAQs

What can I expect during a Vanguard total body skin exam?

Skin cancer can appear anywhere on your skin, and 1 in 5 Americans develops skin cancer. Thus, we believe in thorough skin exams. During a Vanguard total body skin exam, we will have you undress and put on a gown. It is up to you on whether or not to leave undergarments on. Your medical provider will then examine you from head to toe. You may decline examination of buttocks and genitals if you wish. Some of our providers may also use a dermatoscope, a special magnifier, during the exam.

If there is a spot that seems concerning, then your medical provider will perform a biopsy, taking a small sample of the spot. This is reviewed by a pathologist. We receive the pathology results in ~10 days (faster if processed on site), and it will help us diagnose the spot and determine potential treatment options, if any.

Can I have everything done in one visit?

We want to ensure that we schedule enough time for you, so we can deliver the best care possible. During your first visit, we schedule enough time for a total body skin exam (if you desire one), biopsies, cryosurgery for any premalignant lesions, and wart destruction. Any additional services such as surgeries, patch testing, or cosmetic treatments will require additional visit(s). Some common skin conditions (e.g., acne and warts) may require multiple visits.

What is a Mohs surgery?

All Vanguard medical providers are highly trained in the diagnosis and treatment of skin cancer. For more complex cases, they may refer you to Dr. Vinh Chung or Dr. Renata Prado, fellowship trained Mohs surgeons. Mohs Micrographic Surgery is the most effective treatment for most types of skin cancer. Drs. Chung and Prado are among the only four fellowship trained Mohs surgeons in Southern Colorado. They treat thousands of skin cancers annually through Mohs surgery and other methods.

What happens if I have an urgent medical need?

All of our medical providers give their personal cell phone numbers to surgery patients. We want to make sure that you receive the best post-surgical care possible. For non-urgent requests, you may call us during regular office hours and we are happy to see you.

Billing FAQs

Do I need a referral to see you? Are you in-network?

Please check with your insurance plan prior to your appointment date. Vanguard checks benefits as a courtesy prior to the appointment date, but due to the proliferation of new plans, we may not have accurate information. It is your responsibility to know which plan you have, which providers are in-network, and whether you have the right type of referral or pre-authorization to see us. If in doubt, we encourage you to call your insurance company prior to your visit.

How much will my visit cost?

We understand pricing for medical services can sometimes be confusing, and it is often difficult to predict full cost since it is unclear what services you require until after you have consulted with a medical provider. At any time prior to a procedure, you may request an estimate.

We follow coding guidelines outlined by Medicare and other carriers. Thus, there is a fee for an office visit and then for each additional procedure or service. If your procedure takes place in a following visit, we do not charge for the office visit again unless you have a new concern. Vanguard **does not** set these service fees, but we are legally obligated to assess fees based on our insurance contracts. Below are common procedures and the typical fees; the actual cost depends on your insurance company's contractual rate.

New patient office visit	\$75-\$250
Established patient office visit	\$45-\$150
*Standard biopsy (first lesion)	\$110-\$140
*Additional biopsies	\$35-\$45
*Complex biopsy (eyelid, lip, nail, genitals)	\$100-\$370
Cryosurgery (liquid nitrogen) for premalignant spots	\$70-\$220 (based on # of spots)
*Surgical excisions of benign lesions	\$500+
Surgery for skin cancer or atypical lesions	Please ask for estimate

**These services will require a separate, additional charge for pathology, typically ranging from \$110 to \$250. The cost can be substantially higher if additional tests or a second opinion is required. The tissue may be sent to an outside laboratory for diagnosis. There is a dermatopathologist fee for pathology.*

I received my billing statement. What is the difference between the charge and what I actually owe?

Like all other physician offices, we have one standard fee schedule (charge) that is submitted to insurances, so they can make adjustments. Each insurance company has a specific fee or price, so they adjust the charges. Your statement will show the charge, then an "adjustment" that reduces that charge down to the actual price of services. That price, minus any payment by your insurance company, is the amount you owe (if any).

When is my balance due in full?

Copays are always due on the date of service. For high deductible patients, an advance deposit is required that will be applied to your final bill. You will receive a statement after your insurance company processes the visit, only if there is a balance due. Claims are usually sent out to the insurance within 7 to 10 business days. However, if your insurance requires additional information or processes incorrectly the first time, it may take 3 to 6 months before a billing statement is received. Your balance is then due within 30 days. For self-pay patients, payment in full is required on the day of service.

I am uninsured. What are my options?

We have a separate "self-pay fee schedule". All payments for office visits are collected upon check-in, and any remaining payments are collected at check-out. We also offer payment plan options through outside companies. For skin cancer patients who have financial need, we offer a financial assistance program. Please ask us for more information.

Skincare FAQs

What sunscreen should I use?

We recommend broad spectrum, >30 SPF. Most important, you have to love it or you won't wear it. We carry our favorite sunscreens at the Colorado Springs North office. All sunscreen profits are donated to World Vision.

What is a Clara Visia consultation?

Clara MediSpa is an aesthetic practice located at 9348 Grand Cordera Pkwy. All Vanguard patients can receive a complimentary Clara Visia consultation. It includes a digital complexion analysis to look at your skin's texture, UV damage, spots, redness, and other aspects of your skin. You will be provided with a print out of the results. If you would like to discuss any products or treatments to address the findings, Clara MediSpa is happy to do that as well.

All profits from Clara MediSpa are donated to World Vision and other charities.