Instructions for checking insurance benefits

In an effort to streamline the process of billing insurance for our services, we are asking you to call your own insurance carrier to inquire about the details of your benefits.

You will want to have the following info handy when you make the call.

*We are in network with Aetna, BCBS, Cigna, and United. For any other insurer, you might ask about **Out of Network** benefits.*

Client Name *(person to be seen by Free State Nutrition) &* Date of Birth:

Member ID *(from your insurance card)*:

Provider Name: **Free State Nutrition**, Provider Tax ID: **822192214**, Provider NPI: **1831699826**

CPT Codes: **97802, 97803, 99404**

Diagnosis Codes *(from your provider, for example hypertension, IBS, obesity – if none, ask about code Z71.3)*:

Call the member services number on the back of your insurance card. Ask these questions and document everything you are told.

1. Do I have nutritional counseling benefits with the following CPT and Diagnosis codes:
    a. If Out of Network, at what rate will I be reimbursed for services:

2. What is my responsibility (deductible, copay, coinsurance):
    a. If deductible applies, how much has been met:

3. Do I have any nutritional counseling benefits covered under the preventative care portion of my plan:

4. Is there a visit limit or a unit per visit limit *(for example, some plans only pay for 4 units per visit)*:

5. Is telehealth covered? If so, is my responsibility the same:
    a. Is there an expiration date for telehealth:

6. Do I need a referral:

7. Is a prior-authorization required? If so, what is the process:

8. Can I have your name and a reference number:
    a. Also document the date/time of the call:

* Questions about this process? Email us at info@freestatenutrition.com

** *Unfortunately, insurance never guarantees benefits over the phone. If a claim is denied, we will attempt to get the claim reprocessed. However, if the information that was provided to you was incorrect, then you will be responsible for the balance for the service.*