



How to Determine Your Insurance Benefits for Physical Therapy

1. Call the toll free # for customer service on the back of your insurance card. Follow the prompts to speak with a customer service provider. The automated system will not provide you all the information needed.

2. Ask the customer service provider to quote you **OUT-** of network physical therapy benefits.

** Make sure the customer service provider understands you are seeing a **non-preferred/out-of-network** provider. This is very important. Insurance benefits change greatly for in and out of network coverage.

3. If needed our NPI is: **1366964280** & EIN is **82-1931968**

How much is your OUT-of-network deductible? _____ How much has already been met? _____

What percentage of reimbursement do you have **AFTER** your OUT-of-network has been met? _____

Does your policy require a written prescription from your primary care physician? _____

Does your policy require **pre-authorization** for outpatient physical therapy services? _____

If yes, what forms and actions do you need to take to receive pre-authorization? _____

Is there a dollar amount **or** a visit limit per year? _____

How far in the past can claims be submitted? _____

Do you require a special form to be filled out to a submitted claim or will the receipt be sufficient? _____

Is the mailing address you should submit claim/reimbursement forms on the back of the card? _____

Do you cover the following procedure codes (CPT) codes? Including multiples of the same code in the same visit?
Ask if they can tell you how much the company considers "reasonable and customary" for each code.

_____ 97161
(We bill \$25)

_____ 97140
(We bill \$25)

_____ 971112
(We bill \$25)

_____ 97110
(We will \$25)

Notes:



**This information is to better help you understand insurance coverage.
ALL insurance companies are different, and this information is in NO way a guarantee of
how your policy works.**

- A deductible must be satisfied before the insurance company will pay for therapy treatment. Submit all bills to help reach the deductible amount.
- The reimbursement percentage will be based on your insurance company's established "**reasonable and customary**" price for the service codes rendered. This price will not necessarily match the charges billed. Some may be less, some may be more.
 - **Example:** If they consider a reasonable and customary price for code 97140 to be \$20 and they pay 60% of charges, they will pay \$12 of the \$25 we charge. If they feel it is worth \$30 and pay 60%, they will typically give you the full \$18, not 60% of what we charge. **TYPICALLY**, but all insurance companies are different.
- If your policy requires a prescription from your primary care physician you must obtain one to send in with the claim. Each time you receive an updated prescription you'll need to include it with the claim.
- If your policy requires pre-authorization or a referral on file and the insurance company doesn't have one listed yet, you'll need to call the referral coordinator at your primary care physician's office. Ask them to file a referral for your physical therapy treatment that is dated to cover your first physical therapy visit. Be aware that referrals and pre-authorizations have an expiration date and some set a visit limit. If you are approaching the expiration date or visit limit you'll need the referral coordinator to submit a request for more treatment.