

How to Determine Your Insurance Benefits

KEEP THIS WORKSHEET FOR YOUR RECORDS

1. Call the toll free # for customer service on your insurance card. Ask the customer service provider to quote your physical therapy benefits in general. These are frequently termed rehabilitation benefits and can include occupational therapy, speech therapy, and sometimes massage therapy.
2. Make sure the customer service provider understands you are seeing a non-preferred provider/out of network provider who your doctor referred you to.

What *you* need to know:

- Do you have a deductible? _____ If so, how much is it? _____ How much is already met? _____
- What percentage of reimbursement do you have? (60%, 80%, 90%, are all common) _____
- Does the rate of reimbursement change because you're seeing a non-preferred provider? _____
- Does your policy require a written prescription from your primary care physician? _____
- Will a written prescription from any MD, or a specialist your PCP referred you to be accepted? _____
- Does your policy require pre-authorization or a referral on file for outpatient physical therapy services? _____
- If yes, do they have one on file? _____
- Is there a \$ or visit limit per year? _____
 - Do you require a special form to be filled out to submit a claim?
 - What is the mailing address you should submit claims/ reimbursement forms to?

What this information means:

- A deductible must be satisfied before the insurance company will pay for out of network treatments. Out-of-network price will be counted toward your deductible amount.
 - If you have an office visit co-pay the insurance company will subtract that amount from the percentage they will pay. This will affect the amount of reimbursement you will receive.
 - 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 PCP'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.

This worksheet was created to assist you in obtaining reimbursement for Physical Therapy services and is not a guarantee of reimbursement to you.