



## 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 of the info needed.
2. Ask the customer service provider to quote your **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: 166-952-0235 & EIN is: 45-4198977

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 submit a claim or will the receipt be sufficient? \_\_\_\_\_

Is the mailing address you should submit claims/ reimbursement forms the address on the back of the card? \_\_\_\_\_

Do you cover the following procedure (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.

_____ 97162	_____ 97140	_____ 97112	_____ 97110
(We bill: \$50)	(We bill: \$35)	(We bill: \$35)	(We bill: \$35)

Notes:

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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 \$30 and they pay 60% of charges, they will pay \$18 of the \$35 we charge. If they feel it is worth \$40 and pay 60%, they will typically give you the full \$24, not 60% of what we charge. **TYPICALLY**, but all insurance companies are different.
- If your policy requires a prescription from your PCP 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. This is typically not necessary in Arizona.
- 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.