

## **Relationship ReDiscovery Center LLC Insurance Contact Guidance**

Today's medical systems are very confusing and can be challenging to navigate. Hopefully, this guidance and the attached work sheet will help you to obtain needed information to begin your counseling and to determine the approximate cost of these services. Insurance companies do state that they cannot accurately determine your final cost until the bills have been submitted and processed. The following steps are likely to result in an estimate. The key words and phrases noted in bold type will help you, as will patience throughout your call.

Step 1: Please call your insurance company before coming into your first appointment. Your insurance card will list the needed customer service phone numbers. If multiple numbers are listed call the number for "Behavioral Health" or "Mental Health". Follow all the prompts until you are connected to a person. Let them know you are a member calling about **"routine outpatient mental health counseling services"**. Some of the following questions may be answered before you ask. Note all answers on the attached Insurance Work Sheet.

Step 2: Verify in-network status of your provider by asking, **"Is Bill Gould LCPC an in-network provider? His address is 444 Main St, Lewiston, Maine."**

Step 3: Ask, **"Is preauthorization required for routine outpatient mental health counseling services"**. If the answer is yes, you may be asked a few questions and provided with an authorization number, the number of allowed sessions, a start date and ending date. If no preauthorization is required move on to the next step.

Step 4: Ask, **"Do I have a deductible?"** If they answer yes ... Ask, **"What is the remaining balance?"** You may be given figures for both in-network and out-of-network.

Step 5: Ask, **"What is my co-pay or co-insurance?"** which can be set dollar amount or a percentage rate.

Step 6: Even if you are not invested in TeleTherapy, you still should ask should the need arise in the future. Ask, **"Does my plan cover TeleTherapy and or phone mental health counseling?"**

Step 7: This step only applies if you are coming with your partner. In such cases it is important to ask your insurance company: "Does my insurance policy cover "Family Counseling"? Please note it is important to use the term "Family Counseling"; if you use the terms "Marriage Counseling", "Couples Counseling" or "Relationship Counseling" most insurance companies will state that they do not cover those services and may not mention if they cover "Family Counseling", unless you ask. If your insurance company does not cover "Family Counseling", alternative service and billing options will be explored and defined in our first session. It may be helpful to complete an Insurance Work Sheet for each of you as appropriate.

This call to your insurance company will not result in an estimated cost per a session. The information you provide on the attached Insurance Work Sheet will make it possible for us to determine an estimated session cost after reviewing our historical data. Please bring in your insurance card and the completed Insurance Work Sheet to your first session.

We look forward to meeting you soon.

Thank you.

**Relationship ReDiscovery Center LLC**  
**Insurance Work Sheet**  
Please print clearly

Client Name: \_\_\_\_\_ Date of Call: \_\_\_\_\_

Step 1: Please call your insurance company and let them know you are a member calling about **"routine outpatient mental health counseling services"**.

Step 2: Ask, **"Is Bill Gould LCPC an in-network provider? His address is 444 Main St, Lewiston."**

Bill is ....  In-Network or  out-of-network

Step 3: Ask, **"Is preauthorization required for routine outpatient mental health counseling services"?**

No preauthorization is required or  Yes preauthorization is required

If yes .... Preauthorization number: \_\_\_\_\_

Number of preauthorization sessions: \_\_\_\_\_

Preauthorization start date: \_\_\_\_\_

Preauthorization start date: \_\_\_\_\_

Step 4: **"Do I have a deductible?"**

In-Network Deductible amount: \_\_\_\_\_ In-Network remaining Balance: \_\_\_\_\_

Out-Network Deductible amount: \_\_\_\_\_ Out-Network remaining Balance: \_\_\_\_\_

Step 5: **"What is my co-pay or co-insurance?"** Co-pay/Co-insurance \_\_\_\_\_

Step 6: Ask, **"Does my plan cover TeleTherapy and or phone for mental health counseling?"**

TeleTherapy	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Phone	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

Step 7: For couples only: ask, **"Does my insurance policy cover "Family Counseling"?"**

Yes Family Counseling is covered  No Family Counseling is not covered

Please bring this completed form with you to your first appointment.

Thank you.