



Documentation Needed by Insurance Company and for Private Pay

MEDICAID	AETNA/BCBS/CIGNA	PRIVATE PAY
Diagnostic paperwork (within the last year) Diagnosis cannot end in a “9” example F84. 9	Diagnostic paperwork (within the last year and Must have an autism diagnosis)	Diagnostic paperwork (within the last year and Must have an autism diagnosis)
Letter stating ABA is Medical Necessity	Letter stating ABA is Medical Necessity	Letter stating ABA is Medical Necessity
IEP (if applicable)	IEP (if applicable)	IEP (if applicable)
Evaluations from doctor(s) (ADOS report or detailed report if available)	Evaluations from doctor(s)- Autism-specific report (such as ADOS) is required or detailed autism diagnostic report	Evaluations from doctor(s)- Autism-specific report (such as ADOS) is required or detailed autism diagnostic report
Other evaluations from other therapies <ul style="list-style-type: none"> • Speech • Occupational • Physical • Other therapy 	Other evaluations from other therapies <ul style="list-style-type: none"> • Speech • Occupational • Physical • Other therapy 	Other evaluations from other therapies <ul style="list-style-type: none"> • Speech • Occupational • Physical • Other therapy

Trek Behavioral Services Contact Information

Phone #	863-665-7300
Fax #	863-583-0786
Physical Address	600 Lake Hollingsworth Drive, Lakeland Fl. 33803
Mailing Address	P.O. Box 93374 Lakeland Fl. 33804
Email	Carrie@trekbehavioralservices.com or amy@trekbehavioralservices.com



Steps to begin the process:

1. Email or fax the required information to Trek.

Question: What if I can't find the information?

Answer: Contact your doctor's office to gain access to the file.

- a. The doctor's office can send this information to Trek at your request.
However, you will need to stay in contact with us to make sure we have received the information.
 - b. Doctors' offices can take a few hours up to a few months to send this information in our experience.
2. Trek will contact your insurance provider to request an assessment.
 3. Once we are approved by your insurance company, we will contact you to set up that assessment.
 - a. The assessment time varies depending on the specific assessments required by each insurance company. (Each insurance company may vary in what is required).
 - b. You will fill out paperwork and we will complete a parent interview while your child is assessed. We can send this paperwork in advance if you would like.
 4. The analyst will write up an assessment report and submit this information to your insurance company. We strive to write this report within 5-7 business days.
 5. The insurance company typically approves therapy services anywhere from 2 weeks to 6 weeks.
 6. Once therapy hours are approved, we will set up a fixed weekly schedule and begin providing services.
 7. Every month we will meet for a parent interview and discuss the parent goal each family has selected, and review data collected.
 - a. We use a digital data collection system. The app is free on your phone and tablet and allows you to view your child's information and goals at any time.
 - b. Every insurance company requires parents to participate and will discontinue approval if data is not reported.
 8. Every 6 months we will re-assess your child and report this information to the families and your insurance company.

When Trek receives the information required and we receive approval we will fill up the schedule according to approval rate. Each insurance company approves services on their own time line and Trek does not have control of that time frame. If services are not available due to scheduling, we will begin a waitlist. I encourage each family to submit the paperwork as soon as possible.