I appreciate you taking the time to determine your coverage. A quote of benefits is not a guarantee of payment coverage. BUT it goes a long way in understanding what your health insurance can cover. Insurance plans vary from state to state and telehealth services are not always covered.

This guide is meant to help you get a better understanding of your health insurance benefits pertaining to nutrition counseling with a Registered Dietitian Nutritionist. Here is how I recommend you prepare for the call:

- *Read through this form entirely before calling so that you are familiar with the key words.*
- *Have your health insurance card on hand. Call the phone number on the back of the card listed for member services. Please be aware that if you use the "chatbot" feature on your insurance portal, you might not get the specific information that is needed.*
- *Use a speakerphone or earbuds/hands-free headset so that you can write/type up the information as you go.*

Thank you!

Health Insurance Information (Policy Holder)
When entering the Policy Holder information, this is almost always "Parent". If needed, please change the name below to the policy holder's information, not the child's.
You DO NOT need to fill out Payer ID or Plan ID.

Insurance Company

Member Number:

Group Number (if applicable):

Coverage Type

Phone number called
Please provide me with the phone number you called to collect the information.

"Who am I speaking with?"
Get the name of the representative. Have them spell it if necessary.

"Is Karen Mountjoy Registered Dietitian (NPI# 1114315967) a covered provider within my plan?"

"If not, what are my out-of-network nutrition benefits?"
If I'm not in your network, we may still be able to work together and bill as an out-of-network provider.

"Do I have coverage for the following CPT (Current Procedural Terminology) codes 97802 and/or 97803?"
Check all that apply.

"Is a doctor's referral required?" IF SO, PLEASE HAVE A REFERRAL SENT TO US AT 603-294-1034.
Some plans will require a referral from your primary care provider to a specialist such as a Registered Dietitian Nutritionist. No

"Are PREVENTATIVE codes (such as, but not limited to, Z71.3 or Z72.4) covered, OR is a MEDICAL diagnosis required?"

"Are there any restrictions on the medical ICD-10 codes required for coverage?"
Some health insurance plans may only cover specific health conditions, like diabetes or kidney disease.

"Do I have a deductible that needs to be met?"
Some plans require you to pay a certain amount out-of-pocket before insurance coverage will kick in.

"How many visits do I get per year, and is it a calendar year or other (please describe)?"
Find out the total number of sessions you can have. Some will say something like "three hours per year" or "unlimited sessions" or "25 units" or anywhere in between.

"Do I have a co-pay for nutrition services?"
Co-pay amount ________________

"Do I have co-insurance obligation?"
Sometimes insurance will pay a percentage after a deductible is met. Your plan may have a co-insurance. For example, you may be required to pay %20 of the allowed amount after the deductible is met.
Co-insurance amount ____________________________

"Are telehealth/telenutrition visits covered?"

Additional notes/comments:

"May I have the REFERENCE NUMBER for this phone call please?"
VERY IMPORTANT! If we need to follow up about the information provided in the future, this number will let them look up the conversation. All calls with insurance are recorded.

Client
By signing below, I agree that the information collected was obtained by the best of my ability. **I understand that this does not reflect any guarantee of insurance coverage and I am ultimately** responsible **for any final bill from my provider.**

In understand that **it is my responsibility to inform Coastal Family Nutrition, LLC of any changes/additions/updates to my insurance.** Failure to do so may result in our inability to file an appropriate claim and you will be responsible for payment of all sessions.