

How to Guide: Contacting Insurance about Coverage of MNT

Tips:

- o Have your insurance card in front of you
- o Have this guide in front of you
- o Read the script/sample questions ahead of time
- o Take notes/ document (use this paper if possible)
- o Ask them to clarify/ repeat if you were not clear on the response

Sample Script:

Hi, my name is ... and my insurance number is...

I am calling to inquire about the insurance benefits available to me through my plan, am I speaking to the right representative? Yes...

Questions to ask for in-network provider:

If your insurance is Anthem Blue Cross or American Specialty Health:

- o Is this provider "NPI # 111-457-0876" in-network with my plan?
- o **If "Yes" - skip the next question**
- o **If "no" - go to questions for "out-of-network provider" section below**
- o Do I have coverage for MNT or Medical Nutrition Therapy?
- o What codes do you require for claims? Do you take CPT 97802 & 97803?
- o If "yes" skip to next question
- o If "no" - Do I have any nutrition counseling benefits covered under the preventative care portion of my plan? (ICD-10 code Z71.3)
- o Is a doctor's referral required?
- o Is there a limit on the number of visits allowed?
- o Are telehealth visits covered?
- o Do I have a deductible to meet before insurance pays for service?
- o Do I have a co-pay or co-insurance to pay for these services?
- o What address can I send superbills or billing statements to?
- o What is your name?
- o What is the reference number for this call?

NEXT....

***Send me an email @ katiesberger@gmail.com to confirm this information and we can make your appointment together or at katebwellness.com :)

Do I have out-of-network benefits for nutritional counseling, also known as Medical Nutrition Therapy, CPT codes 97802 & 97803?

If "yes," move to next question...

If "no" - Do I have any nutrition counseling benefits covered under the preventative care portion of my plan? (ICD-10 code Z71.3)

- Is a doctor's referral required?
- Is there a limit on the number of visits allowed?
- Are telehealth visits covered?
- Do I have a deductible to meet before insurance pays for this out-of-network service?
- Do I have a co-pay or co-insurance to pay for these out-of-network services?
- What address can I send superbills or billing statements to?
- What is your name?
- What is the reference number for this call?

NEXT...

***Send me an email @ katiesberger@gmail.com to confirm this information and we can make your appointment together or at katebwellness.com :)

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