

# Insurance Verification Resource

Verifying your insurance benefits is a great way to make sure you are getting the most out of your plan and to avoid financial surprises. However, it is not necessary to complete this step before seeing me. Please understand that, whether or not you verify your benefits before your appointment, if your insurance does not pay you will be financially responsible for the services rendered.

## Step 1: Gather any applicable diagnosis codes.

-If you have been diagnosed with a medical condition by a physician, you may wish to take a moment to call the office of the physician who diagnosed you to request the code (called an "ICD-10 diagnosis code"). Or if you have access to your chart notes, it should be on there as well. If you plan to use this code, I will need chart notes showing the code. It is a combination of a letter and numbers with a decimal point (example: K90.0).

-You may also wish to calculate your BMI [here](#). We may not agree with the BMI scale, but we sure will use it to help you get free services! The corresponding ICD-10 code for your BMI can be found [here](#).

## Step 2: Call the member services number on the back of your insurance card.

-You will not be able to gather the information you need without speaking to a representative. You may need to press 0 if you have exhausted all other automated options. Once you have reached a representative, ask the following questions:

1. Do I have benefits for nutritional counseling, CPT codes 97802 & 97803? If yes, are they restricted to certain diagnoses? (Now would be the time to mention that you have diagnosis codes if you have collected these. **I recommend starting with the basic ICD-10 code Z71.3 for Dietary Counseling and Surveillance.**)

Yes  No

Notes: \_\_\_\_\_

2. If they answered no, ask "Do I have any nutrition counseling benefits covered under the preventative care portion of my plan? If yes, are they restricted to certain diagnoses?"

Yes  No

Notes: \_\_\_\_\_

If they answered "No" to both of the above questions, please skip to the end.

If they answered "Yes" to either of the above questions, continue:

4. Does this coverage include telehealth/virtual sessions (Place of Service Code 02)?

Yes  No

Notes: \_\_\_\_\_

3. Do I have to meet my deductible before insurance pays? If yes, how close am I to meeting my deductible?

Yes  No

Notes: \_\_\_\_\_

4. Do I have a co-pay or co-insurance? If yes, how much? (A co-pay is a set amount you pay at an office visit, whereas a co-insurance is usually a percentage of the service fee you are responsible for that is billed to you after the claim has been processed.)

Yes  No

Notes: \_\_\_\_\_

5. Is a doctor's referral required? (If yes, call me (859-474-0306) with the name of your physician and their office number and I will communicate with them regarding the referral.)

Yes  No

Notes: \_\_\_\_\_

6. Is there a limit on the number of visits I am allowed? If yes, is the limit calendar-based or a rolling 12-month?

Yes  No

Notes: \_\_\_\_\_

7. Is Amy Camenisch (NPI# 1679990246) with Amy Lorraine Nutrition (NPI# 1972017663) a covered provider under my plan? If no, what are my out-of network nutrition benefits?

Yes  No

Notes: \_\_\_\_\_

After having asked these questions, I suggest repeating back to the representative what you understood in order to avoid miscommunication. They will likely inform you that the information they provided is not a guarantee of coverage. If you are informed that you do not have coverage or have to meet your deductible first, don't forget you can use your HSA or FSA funds!

If you have already booked with me, you will have access to this form within your Better profile. If you have time, please fill it out within Better so that I may view your notes. As always, I am here to help. Contact me with any questions.

The logo for Amy Lorraine Nutrition features the name "Amy Lorraine" in a large, elegant, cursive script. Below it, the word "NUTRITION" is written in a smaller, clean, blue, sans-serif, all-caps font.