

INSTRUCTIONS TO CLIENTS PRIOR TO FIRST SESSION

Clients need to call their insurance carrier and ask the following five questions prior to your first session.

1. Do you need pre-certification? Call your insurance carrier. There may be a special phone number on the back of your card specifically for mental health or behavioral health services. Get the authorization number if one is required. Get the start date of the authorization. Get the number of sessions you are authorized for, and get expiration date if applicable. Get the name and location of the individual you talked to.
2. Is there a deductible? How much is it and has any been met? Again, get the name of the person you talked to and their location.
3. What is your co-payment or co-insurance amount? It may be a specific dollar amount, or it may be a percentage. This, along with any deductible not met will be the amount due at the time of service.
4. How many sessions are you allowed per year? Does your plan run with the calendar year, or do they use a different fiscal year? Have you seen other mental health or behavioral health specialists this year? If so, how many sessions do you have left?
5. Does your employer provide an Employee Assistance Program (EAP)? If you have an EAP benefit, you will need to obtain information about which EAP you are using. You will need the same information as above. Number of sessions, authorization number, beginning date and expiration date, if any. There are several addresses for the same product, so please be able to provide your therapist with the address that is used to request payment for your services.

- * If your yearly deductible has not been met, your insurance carriers allowed amount (contract rate) is due from the client at the time of service. We take cash, checks and money orders. **NO PLASTIC.** We will provide a receipt, if needed, for to you use for reimbursement from your flex plan, or health savings account.
- * If any amount is paid by third party (ie: Cigna or ValueOptions, instead of Blue Cross Blue Shield if it's a BCBS card), we will need that claims address and you will need to call the Mental Health-Substance Abuse number on your card for pre-certification, and provide your therapist with the pre-authorization number.
- * At your first session, we require that the financially responsible adult provide us with their social security number, date of birth and photo I.D. If you are using insurance, we will also need the employers name.