

# Insurance Benefit Investigation: Nutrition Counseling



The purpose of this script is to give you guidance in navigating your insurance benefits to ensure that our time together is covered by your insurance plan or to make you aware of any costs associated with our services. If you have coverage with an insurance company we are out of network with, Doherty Nutrition can provide you a superbill (itemized list of services) to submit to your insurance company. The superbill does not guarantee reimbursement from the insurance company. In order to use the script below, please call the customer service number on your insurance card.

*Does my plan cover nutrition counseling?*

- Procedure code 97802 : new client appointment
- Procedure code 97803 : follow-up appointment
- Procedure code 97804 : group class appointment

*What type of coverage do I have when seeing a Specialist?*

- Is nutrition counseling covered under my MEDICAL or PREVENTATIVE benefit?
- Is there a copay/deductible/coinsurance that applies to my MEDICAL coverage (if applicable)?

*Are there any limitations?*

- Is there a daily/time limit under my plan?
- Are there any diagnosis codes that aren't covered under my plan?
- Is coverage the same for in-office and virtual/telehealth?

*Do I need a Referral/ Authorization?*

- Is a referral or authorization from my PCP required before seeing my dietitian? (Note: BCBS HMO and UHC HMO plans require authorization)

*Is my provider in network?*

- Doherty Nutrition Group NPI: 1326502832
- If you'd like to check if a specific dietitian is in-network with your plan, you can contact our office for individual provider NPIs.

*Call Info*

- Make sure to document the first name and last initial of the representative that you spoke with, as well as the call reference #. This will come in handy if your benefits apply differently when the claim is processed than what you were quoted.

\*\* IT IS IMPORTANT TO NOTE THAT ALL BENEFIT QUOTES ARE ESTIMATES OF COVERAGE, NOT A GUARANTEE OF COVERAGE. COVERAGE IS SUBJECT TO PLAN BENEFITS AND ACCOUNT STANDING AT THE TIME THE SERVICE IS RENDERED AND THE CLAIM IS PROCESSED. \*\*

