



FAQ's: Insurance Benefit Checklist

When Speaking with your insurance, you will want to find out these important details:

<p><u>Request Benefit Coverage for these CPT -Procedure Codes:</u></p>	<ul style="list-style-type: none"> • <u>Medical Nutrition Therapy Codes:</u> • 97802: Initial appointment • 97803: Follow-up appointment • Our office only uses these CPT codes for billing purposes with the diagnosis code your doctor refers you to our office for.
<p><u>Benefit Coverage:</u></p>	<ul style="list-style-type: none"> • Ask your insurance company these questions: • Do I have a copay? • Do I have coverage for nutrition services? • Is there a limit on the number of visits covered per benefit period? • Are there any exclusions on the diagnosis covered for nutrition services? If so, what are those exclusions? (Some plans only cover certain conditions) • Do I have a deductible? Is my deductible met? How far away am I from meeting my deductible?
<p><u>Referral:</u></p>	<ul style="list-style-type: none"> • Our office requires a referral even if your insurance does not. Your referral can be faxed to our office at 205-971-5050. Once we receive your referral, we will contact you to schedule the appointment. • If you have Kaiser insurance, please reach out to your doctor and request a referral. We will be able to view your referral through their portal. Once referral is authorized we will contact you to schedule an appointment. • If you are a cash-pay patient, we still require a referral from your provider.

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**Important
to Note:**

- Once we have billed your insurance, we **can no longer offer a cash pay discount**. We are obligated to bill the responsible party for the amount the insurance identifies as "patient responsibility".
- If you do **not have nutrition coverage** under your insurance, we can provide you with those rates. You are required to pay the full amount the Friday before your appointment. You **Pay your balance online here:** link: <https://pay.instamed.com/raincitynutrition1>