

TIPS FOR GETTING INSURANCE PRE-AUTHORIZATION:

The following guideline may help you when calling your insurance company to get pre-authorization for your visits. If you have difficulty getting the necessary information, please call our office at (512) 454-7741, so that our staff may help you.

Call the Mental Health or Customer Service number on your insurance card and tell them that you "need to verify outpatient mental health benefits". Record the information from the call below:

Name of patient: _____

Name and social security # of policy holder: _____

Name of Insurance Company: _____

Name of company handling your mental health benefits (sometimes different from the insurance company):

Phone number called: _____

Person you talked to at time of call: _____

Date and time of call: _____

Ask for the following information and record answers below:

What are my out-of-network benefits for a psychiatrist with an MD degree? _____

Is pre-certification necessary? _____

If yes, enter the number of sessions approved and the CPT codes: _____

The authorization number and date span covered: _____

Do I have a deductible for mental health services? _____

If yes, how much is it and how much has been met so far? _____

In what month does your policy year begin? _____

What is my co-payment for each visit, or what is the percentage of coverage? _____

What are the restrictions or limitations to my coverage?

a) Pre-existing conditions: _____

b) Dollar amount per year? _____, per lifetime? _____

c) Number of visits per year? _____, number of visits per lifetime? _____

d) Is couples therapy covered? _____ e) is family therapy covered? _____

f) is psychological or psychoeducational testing covered? _____

If so, what are the benefits? _____

What is the billing address for claims? _____