



How to Determine Your Insurance Benefits for Physical Therapy Keep This Worksheet For Your Records

1. Call the toll free # for customer service on your insurance card. Select the option that will allow you to speak with a customer service provider, not an automated system.
2. Ask the customer service provider to quote your physical therapy benefits in general. These are frequently termed rehabilitation benefits and can include occupational therapy, speech therapy, and sometimes massage therapy.
3. Make sure the customer service provider understands you are seeing a **non-preferred provider/out of network provider.**

Questions to ask the customer service representative:

Their name: _____

- Do I have Out-of-network Benefits for Outpatient Physical Therapy? YES / NO
- Do I have a deductible?
 - o If yes, how much is it? _____ How much has been met? _____
- Do I have a per calendar year plan or a per benefit year plan?
 - o If per benefit year, what are my dates of coverage?
- What % of coverage is my responsibility for seeing an Out Of Network Provider?
- Does my policy require a written referral or prescription? YES / NO
- Is pre-authorization required for physical therapy services? YES / NO
 - o If yes, do you have one on file? _____ Expiration date? _____
- Is there a dollar amount or visit limit per year?
 - o Dollar amount? _____ Visit limit? _____

- Do I require a special form to submit a claim? How can I obtain that form?
 - What's the mailing address where I should send claims/reimbursement forms? _____
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- Can I submit my claim on-line? How?

What does this information mean:

- A deductible must be satisfied before the insurance company will pay for therapy treatment. Submit all bills to help reach the deductible amount.
- If you have an office visit co-pay the insurance company will subtract that amount from the percentage they will pay. This will affect the amount of reimbursement you will receive.
- The reimbursement percentage will be based on your insurance company's established "reasonable and customary/fair price" for the service codes rendered. This price will not necessarily match the charges billed. Some may be less, some may be more.
- If your policy requires a prescription from your PCP you must obtain one to send in with the claim. This is usually not difficult to obtain since your PCP sent you to a specialist for help with your condition. If the prescription from a MD or specialist is all you need, make sure to have a copy to include with your claim. Each time you receive an updated prescription you'll need to include it with the claim.
- If your policy requires pre-authorization or a referral on file and the insurance company doesn't have one listed yet, you'll need to call the referral coordinator at your PCP's office. Ask them to file a referral for your physical therapy treatment that is dated to cover your first physical therapy visit. Be aware that referrals and pre-authorizations have an expiration date and some set a visit limit. If you are approaching the expiration date or visit limit you'll need the referral coordinator to submit a request for more treatment.

This worksheet was created to assist you in obtaining reimbursement for Physical Therapy services and is not a guarantee of reimbursement to you.