



Insurance Script

This handout will help to optimize insurance coverage of nutrition counseling based on the current policies and benefits from your insurance plan.

Please note that Alexandra Harvey Nutrition only accepts Blue Cross Blue Shield of Massachusetts at this time. If you are contracted with another insurance company, we are more than happy to provide you with a Superbill to submit to your insurance company for reimbursement for our sessions. *The Superbill does not guarantee reimbursement.*

If Contracted with Blue Cross Blue Shield

Call the member services number on the back of your card and ask:

1. Does my plan cover outpatient medical nutrition therapy? Yes No
 - If yes, how many sessions are allowed? _____
 - Does my plan only cover visits that are “medically necessary”? Yes No

2. Do I have a deductible to meet first? Yes No
 - If yes, how much is my deductible? \$ _____
 - How much of the deductible have I met? \$ _____

3. Do I need a physician referral? Yes No
If yes, you must obtain a referral at least 1 week prior to an initial session.

4. Do I have a copay for outpatient nutrition counseling? Yes No
 - If yes, how much is my copay? \$ _____

Record the representative’s name and a reference number when checking your benefits. This information will be necessary if you ever need to dispute a rejected claim.



If Contracted with Another Insurance Agency

Call the member services number on the back of your card and ask:

- 1. Does my plan provide reimbursement for out-of-network registered dietitians? Yes No
 - If yes, how many sessions are allowed? _____
 - How long are the covered sessions? _____
 - Does my plan only cover visits that are “medically necessary”? Yes No

- 2. Do I have a deductible to meet first? Yes No
 - If yes, how much is my deductible? \$ _____
 - How much of the deductible have I met? \$ _____

- 3. What is the coverage amount per counseling session? \$ _____

- 4. Do I need pre-authorization from my insurance company or PCP? Yes No
If yes, you must obtain a referral at least 1 week prior to an initial session.

- 5. After my appointment, where do I send the Superbill for reimbursement?

- 6. When can I expect to be reimbursed following Superbill submission? _____

Record the representative’s name and a reference number when checking your benefits.

NOTE: If you are planning on receiving out-of-network reimbursement for medical nutrition therapy, you are responsible for payment at the time of your service. As the out-of-network provider, I will provide you with a Superbill, which you will submit to your insurance company for reimbursement. *Superbills do not guarantee reimbursement.*