The purpose of this script is to provide guidance when verifying your benefits and to ensure our time is covered by your insurance plan. Empathy Nutrition Therapy accepts Blue Cross Blue Shield, Cigna, and Aetna only at this time. If you are contracted with another insurance company, Empathy Nutrition Therapy is able to provide a superbill for you to submit to your insurance company. **The superbill does not guarantee reimbursement.**

**NPI #**

**Natalie Grun- 1194262618**

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

1.     Is my plan PPO or HMO (if HMO is a physician referral required)?

2. Does my plan cover outpatient nutrition counseling codes? (CPT codes: 97802, 97803, \*S9470 for BCBS only\*)

3. Does my plan cover the following ICD-10 codes? (F50.9 eating disorders, Z71.3 dietary counseling and surveillance Z72.4 inappropriate diet and eating habits) \*Aetna does not cover Z71.3\*

If yes, how many sessions are allowed?

Does my plan cover visits that are “medically necessary” or do they also cover preventative services?

4. Do I require a physician referral in order to receive nutrition counseling coverage under my plan or to cover any of the following ICD-10 codes (F50.9 eating disorders, Z71.3 dietary counseling and surveillance Z72.4 inappropriate diet and eating habits)?

5.    Do I have a deductible to meet first?

If yes, how much is the deductible?

How much of the deductible have you met?

6.     Do I have a copay for outpatient nutrition counseling?

7.    Does my plan cover telehealth service for the codes (97802, 97803, and S9470) and if so, is there an end date for telehealth coverage in my plan?

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

BY CLICKING ON THE CHECKBOX BELOW THIS certifies that I have read this form and understand that if insurance denies counseling for a nutrition counseling session with Empathy Nutrition Therapy I am 100% responsible for the payment.