Dear Client,

We are excited to potentially work with you ☺ We recommend you call your insurance company to obtain information about your coverage for nutrition therapy. It is the client’s responsibility to understand their benefits, but we will take care of the billing in case you are eligible for nutrition counseling.

Unfortunately, even if we are in-network with your insurance, they often have exclusions depending on your policy, both in terms of diagnosis as well as frequency of sessions. Coverage also often doesn’t kick in until your deductible is met. For your convenience, we are providing you with this form so that you know what to ask for. This script will help you when you call, and it should make it easier.

Please make sure you read through this document before you make your phone call. Write down all the information they provide you over the phone. Once you have this document filled out, please email it to our Administrative Assistant at hello@marlenatanner.com. If it’s easier you can just take a photo and send that ☺ You can even upload it to the Healthie patient portal if you already have access to that.

Have your insurance card handy when you are ready to call and locate the insurance phone number in the back of the card. You are calling the medical, not mental health line. And you will try to get connected with member eligibility and benefits

**Client Name:**

**DOB:**

**Diagnosis:**

**Insurance ID #:**

**Insurance Phone Number:**

Provider number to call (members please member services on your card)

Anthem (800) 676-2583

UHC 877-842-3210

Atena: 888-632-3862

Call your insurance company and ask if ***the provider you are planning to see*** is in-network with your insurance. (We have multiple providers within the practice and not all of them are contracted with the same insurances). They will ask for Tax ID # and/or NPI # of the provider.

The name of our practice is Marlena Tanner RDN, LLC (also known as “The Yellow House Project”)

**Tax ID # 82-3400554** (applies for all Dietitians within the practice)

The **Group NPI in case they ask is 1942716626**

**Our Billing Address is 2598 Main Street, CA 93442**

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| Marlena Tanner, RDN, CEDS-S (Certified Eating Disorder Specialist and Supervisor) | NPI# 1871828962 |
| Briana Loudermilk, RDN | NPI# 1134402480 |
| Cameron Jung, RDN | NPI# 1922616044 |
| Sarah Kessner, RDN | NPI# 1407474620 |
| Kelsey McCourt, RDN | NPI# 1477215697 |

**​​Information to make sure you get:**

1. **Is the provider in-network with the member’s insurance?**

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**2.** **If insurance is out-of-network, does the member have any out-of-network benefits for medical nutrition therapy?** If so, continue with the questions…

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3. **Does the member have coverage for nutrition therapy?** Specifically, are the following procedure codes (CPT) covered: 97802, 97803, and 97804?

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4. **Is the member’s specific diagnosis covered?** If you do not have one, again, ask about Z71.3 or name the diagnosis you believe they have

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5. **Are there any exclusions?**

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**6.** **Are telehealth sessions covered?**

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**7.** **Does the member need pre-authorization before being seen? If so, what is the procedure in obtaining pre-authorization?**

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**8.** **Is there a session or unit limit per procedure code per year?** For example, how many units are allowed of 97802 and 97803?

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**9.** **Is there a copay?**

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**10.** **Is there co-insurance?**

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**11.** **Are sessions subject to a deductible?**

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**12.** **If so, how much of the deductible has been met?**

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**13.** **What is the out-of-pocket max and how much has been met?**

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**14.** **Representative Name and Reference Number**

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**14.** **Name of person who did benefits check:**

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**15.** **Additional notes:**

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