

QUESTIONS FOR INSURANCE COMPANY – BLUECROSS/BLUESHIELD

The following form will help you to obtain the necessary information to ensure that your insurance company will cover my services (BCBS).

Steps to determine your benefits:

- Call the customer service number on the back of your insurance card (the number for Mental Health if they have it).
- Tell them you will be seeing a licensed psychologist who participates in Anthem Blue Cross/Blue Shield.

Ask the following questions:

Do I need pre-authorization for services? YES / NO

If yes:

Can I get the pre-authorization for services or does my provider have to get it?

If *you* are able to get the pre-authorization, what is the authorization number?

If *the provider* needs to get the pre-authorization, what number should they call?

Are there a maximum number of visits allowed per year? YES / NO

If yes:

What is this maximum number? _____

Do I have an annual deductible that must be met? YES / NO

If yes:

Has my deductible been met yet this year? **YES / NO**

What is my copay? _____

Does my copay change based on the number of sessions I have had? **YES / NO**

If yes:

Please describe how my copays change based on the number of sessions I have had.

Record the name of the person you spoke with and the date of your telephone call.

Name: _____ Date: _____