



TIPS FOR DEALING WITH YOUR INSURANCE COMPANY

1. BE knowledgeable

Do you know what your insurance covers? Make it your mission to know what your insurance benefits are. Beyond Exercise, LLC is considered out of network with all insurance companies. Depending on your plan benefits you may be entitled to receive reimbursement from your health insurance provider. Call and find out what your out of network benefits include. Ask them what the process is for you to submit your receipts for reimbursement.

2. BE prepared

Do you have all of your receipts ready to submit to your insurance? If we have your email on file then you should receive your receipts via email after each visit. Double check your spam folder, and if you still don't have the receipts let us know. We can verify we have your correct email address on file and resend them to you. We assume you have the receipts until you tell us otherwise.

3. BE persistent

Is it easy to seek reimbursement? It really depends on your insurance provider, but it's our experience that being prepared makes the process easier. While you may be entitled to reimbursement from your health insurance provider, they may not make it easy to gain access to those funds. Submit the necessary forms, copies of your receipts and any additional information the insurance provider requires.

Your receipt should have all of the information they need. Check out our color coded reference that highlights the items required by most insurance providers. For a one hour therapy visit, there should be a total of 3 procedure codes. For a 30 minute visit there will be a total of 2 procedure codes. Sometimes there will be one procedure code listed multiple times that add up to the 2 or 3 total per visit. There will be at least one diagnosis code for each visit. If they notify you that there is information missing and you have checked the color coded reference and determined something is missing from your receipt, let us know. We will gladly correct our mistake and send you an updated receipt. If the receipt has all of the information needed, then let the insurance provider know. Sometimes it will be as easy as telling the insurance provider the information is on the receipt. Other times you may need to push a little harder to convince the insurance provider everything has been submitted properly. **DON'T GIVE UP!** (We have begun to wonder if certain insurance companies make it difficult on people in the hopes that you will give up. Don't!)

4. BE positive

How's your attitude? It's easy to get angry and frustrated when things aren't going as easily as we want. Chances are the representative at your health insurance provider dislikes the process just as much as you do. Smile! Even though they won't see it, your words will reflect your attitude. Being aggressive and rude will likely not gain the results you want. As with most things in life, your positive or negative outlook on the situation can impact the results. Expect the process will go smoothly and do your part to make it happen! As much as we want to reach through the phone to strangle someone, we have found the positive approach to be more effective in getting the outcome we want.