

INSURANCE BENEFITS WORKSHEET

01

STEP ONE

CALL THE TOLL FREE # FOR CUSTOMER SERVICE ON YOUR INSURANCE CARD. SELECT THE OPTION THAT WILL ALLOW YOU TO SPEAK WITH A CUSTOMER SERVICE PROVIDER, NOT AN AUTOMATED SYSTEM

02

STEP TWO

ASK THE CUSTOMER SERVICE PROVIDER TO QUOTE YOUR PHYSICAL THERAPY BENEFITS IN GENERAL. THESE ARE FREQUENTLY TERMED REHABILITATION BENEFITS AND CAN INCLUDE OCCUPATIONAL THERAPY, SPEECH THERAPY, AND SOMETIMES MASSAGE THERAPY.

03

STEP THREE

MAKE SURE THE CUSTOMER SERVICE PROVIDER UNDERSTANDS YOU ARE SEEING A NONPREFERRED PROVIDER / OUT OF NETWORK PROVIDER, VIA DIRECT ACCESS.

04

STEP FOUR

IS MEDICARE YOUR PRIMARY INSURANCE? PATIENTS CANNOT BE REIMBURSED BY MEDICARE FOR SERVICES PROVIDED BY CAPE CONCIERGE PHYSICAL THERAPY

05

STEP FIVE

DO YOU HAVE A DEDUCTIBLE? IF SO, HOW MUCH IS IT? HOW MUCH IS ALREADY MET? WHAT PERCENTAGE OF REIMBURSEMENT DO YOU HAVE? WHAT IS THE MAILING ADDRESS YOU SHOULD SUBMIT CLAIMS TO?

