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QUESTIONS FOR INSURANCE COMPANY

OUT-OF-NETWORK

Name: _____ Date: _____

Primary Insurance Company: _____

Asking the following questions may help you to obtain the necessary information to get reimbursement for services from an out-of-network provider.

Steps to determine your benefits:

In order to determine what your benefits are, please do the following:

- 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 is an *out-of-network* provider.

Ask the following questions:

What is the reimbursement rate for individual therapy? _____
(FYI - This rate will vary between different companies and contracts.)

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

If yes:

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

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

If yes, what is this maximum number? _____

What are the steps I need to take to submit claims for sessions with an out-of-network provider?

1. _____
2. _____
3. _____
4. _____

< continue on next page >

Where can I find a claim form to submit with my receipt for services?

What is the mailing address to which I should send my receipt?

Is there any other information I should know to ensure my insurance coverage for these services?
YES / NO

If yes, specify: _____

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

Name: _____ Date: _____