



### **Reimbursement for Office Visits through Insurance**

- Contact Member Services for your insurance carrier (toll-free number is on the back of your insurance card).
  - Ensure that your plan covers chiropractic services (Office Visits, Manipulation, Therapy).
  - Get the claims mailing address that you should use for mailing paperwork.
  - Ask how long it will take to process your payment once they receive the claim.
- **Payment is due in our office at the time of your visit and/or treatment.**
- We will give you a report that summarizes your treatment that you can mail to your insurance company for reimbursement.
  - Reimbursement from insurance is subject to all plan specifics regarding deductibles, out of pocket expenses and allowed medical costs per your plan benefits.
    - For example, if your deductible has not been met for the year and you submit for reimbursement, the insurance company will not issue a check for payment, but rather will count their allowed reimbursable amount towards your unmet deductible.
- Questions regarding reimbursement status should be directed to your insurance carrier. Our clinic does not have any rights to inquire on your behalf with your insurance company.
- Since timing for receiving reimbursement varies from one insurance company to another, as mentioned above, you should ask when calling for an approximate length of time to process the claim and issue payment.
- Our office does not have a relationship with any insurance carrier, so all questions regarding this process should be directed to your Member Services department.