

QUESTIONS TO ASK YOUR INSURANCE COMPANY:

First, call the customer service/benefit information number on the back of your insurance card. Be aware that some companies have a separate number for mental health & substance abuse – if so, call that number.

- Always get the name of the person with whom you spoke.
- Ask for outpatient mental health benefits.
- What is my deductible? How much has been met this year?
- If Dr. Walsh is in the network, what is your co-payment?
- Dr. Walsh is a licensed clinical psychologist; does your insurance provide benefits for you to see a psychologist? My Federal tax ID number is 57-0936032; they might ask you for that.
- Is pre-certification required? If so, who do I call, if not you? If you must speak with someone else, get that person's name. If there is an authorization or pre-certification number, please get that, and give it to me at our first meeting.
- Where are claims sent, if there is no address on the back of your card?

OK, you are done.