

Guide to Obtaining Insurance Benefits Information

We look forward to working with you! Here is a guide to getting insurance benefits information directly from your insurance company. It can be overwhelming, but hopefully this eases the process for you!

Therapist	NPI Number	In-Network
John-Mike Nelson, LPC	1700159563	Carefirst, FEP, Tricare-certified (out of network)
Joseph Wall, LMFT	1992326458	Carefirst, FEP, Anthem, Tricare-certified (out of network)
Kate Lewis, LCSW	1457385486	Carefirst, FEP, Anthem, Tricare-certified (out of network)

Virginia Counseling Services group NPI is 1770935926.

Virginia Counseling Services practice Tax ID/EIN is 46-3805636.

Step 1

Get your insurance card or any documents from the insurance company that has the following information:

- Insurance company name
- Policy # (may also be called Member ID)
- Group #
- Policy Holder's name, date of birth, or employer name

There may be more information they ask you to verify, but usually the above is enough.

Step 2 - New Clients

This step is for clients who are new to the practice and are interested in getting benefits information. **If you are an existing client with VCS and have switched insurances, skip to Step 2a.**

You can recite the script or simply ask the following questions to a customer service representative:

"Hello! I am interested in using my insurance for therapy. Can you tell me if [REFER TO THERAPIST NAME FROM CHART] in-network with my insurance?"

➔ If 'Yes'

"How much would my co-pay for them be?" _____

"Do I have a deductible?"

➔ If 'Yes'

"How much is my deductible?" _____

"How much have I met so far?" _____

➔ If 'No' - end call

➔ If 'No'

"Does my plan have Out-of-Network benefits?"

➔ If 'Yes'

"What are the steps I need to do to use them?" _____

"Do I need preauthorization?"

➔ If 'Yes'

"What do I need to do to get one?" _____

"What is my preauthorization number?" _____

➔ If 'No' - end of call

➔ If 'No' - end call

Step 2a - Changing Insurances

This step is for clients who are already working with one of our therapists, but now are switching insurances.

You can recite the script or simply ask the following questions to a customer service representative:

"Hello! I am interested in using my insurance for therapy. Can you tell me if [REFER TO THERAPIST NAME FROM CHART] in-network with my insurance?"

➔ If 'Yes'

"How much would my co-pay for them be?" _____

"Do I have a deductible?"

➔ If 'Yes'

"How much is my deductible?" _____

"How much have I met so far?" _____

➔ If 'No' - end call

➔ If 'No'

"Does my plan have Out-of-Network benefits?"

➔ If 'Yes'

"What are the steps I need to do to use them?" _____

"Do I need preauthorization?"

➔ If 'Yes'

"What do I need to do to get one?" _____

"What is my preauthorization number?" _____

➔ If 'No'

"Does my plan has an HSA or FSA?"

➔ If 'Yes'

"Will a Superbill or receipt work for reimbursement?" _____

"What types of information need to be included?" (ex: dates, amounts, EIN numbers, license numbers, etc.) _____

"How do I submit the paperwork to you?" _____

➔ If 'No'

Last Case Scenario

In this case, then you are going to **request/demand** for the services to be covered with your insurance.

"What do I need to do to get these services covered as continuity of care from before my insurance change?" ***This is the important part! You tell them you and include as much as possible:***

- **You have been working with this therapist for a "long time" already before the insurance change. Your health and well-being shouldn't be affected by a change in insurance companies.**
 - **It would be detrimental to your mental health and well-being to have a break in treatment that is medically necessary**
 - **There would be a huge disruption in your treatment if you had to try switching or finding another specialist**
 - **Anything else you need to press the case that it would not be healthy to discontinue treatment**
 - **Ask/demand for information on how to appeal or what the process is to get your therapist covered**
- ➔ If you don't get satisfactory answers from the representative, disconnect and call again to try a different representative. You often get different answers from different representatives (believe it or not!).

FAQ

Here are other tidbits of information that you may need when talking to the insurance representatives.

Q. What is the Tax ID or EIN for Virginia Counseling Services?

A. 46-3805636

Q. What is the Group NPI for Virginia Counseling Services?

A. 1770935926

Q. What is the address?

A. Virginia Counseling Services, 5240 Lyngate Court, Burke, VA 22015

Let us know if there's any questions or concerns with the process!