



SEEKING REIMBURSEMENT FROM YOUR INSURANCE COMPANY

Suggestions for Submitting Your Insurance Claim

Step One:

Reimbursement for physical therapy as stated in the New Patient Welcome Email is based upon your out-of-network benefits/coverage. The Insurance Benefits worksheet, sent to you in that email is to assist you in gathering information for the ease and accuracy of submitting your claims. You can reach your insurance carrier by calling the Customer Service number on the back of your card. If you did not have an opportunity to utilize the Insurance Benefits worksheet and need us to send you another copy, please call Lacy at 480.699.4867 or email her directly at lacy@myrehab.com.

Step Two:

Once you are familiar with your out of network benefits and claims procedure, you can submit your first claim. Most insurance companies require that you complete a general claim form. This is usually a basic form with your name, address and policy number. Most can be accessed and printed from your carrier's website (online).

Create a template by completing one claim form without signature or date. Then make copies of this template and keep them on hand. Each time you submit a reimbursement receipt (which you will have received from our office after each of your visits) pull one of the claim forms, apply signature and current date and send along with it. It is imperative that you send both of these forms each time.

For anything on the claim form regarding charges, units of time, type of treatment, CPT codes, ICD9/diagnosis codes etc., make a notation of "see attached" as our complete reimbursement receipt is inclusive to all of these items.

Our reimbursement receipt also clearly states that your physical therapy is outpatient physical therapy, and that any and all reimbursement checks are to be sent directly to you, the patient and/or beneficiary. We strongly suggest that you make this clear on your claim form as well.

Step Three:

Clarify where to mail or fax your claims with your insurance company.

Please note most insurance companies have a time limit with regard to claim submission. Please call the Customer Service or Claims number on the back of your insurance card to learn what deadlines your insurance company has for submitting claims.