



Health Insurance Benefits Verification Phone Script

Brown Sugar Nutrition, PLLC is contracted with the following insurance companies in WA State:

- Regence BlueShield
- Premera BlueCross
- LifeWise
- First Choice Health

While these health insurance plans cover outpatient nutrition counseling services, specific benefits covered vary between insurance policies. **It is your responsibility to call and verify coverage prior to your first appointment.**

Call the member services number on the back of your insurance card and ask the questions outlined below. Doing this will help you get the most out of your benefits and avoid surprise bills.

Make sure to write down the date and reference number for your call.

1. Does my plan cover nutrition counseling?
 - Specifically, CPT codes 98702 and 98703.
 - If they say you do not have coverage using these codes, ask about CPT codes 99401, 99402, 99403 and 99404.
2. Is the diagnosis code Z71.3 covered?
 - Is it covered as a preventative code?
 - If Z71.3 is not covered, ask if Z72.4 is covered.
3. If you are overweight, have obesity, pre-diabetes, hypertension or high cholesterol, ask if any of these diagnoses are covered.
4. How many visits do I have per calendar year?
 - Is there a lifetime maximum?
5. Do I have a deductible to meet before insurance pays?
 - How much have I met this year?
**Note: If you have not met your deductible, I will not be able to bill your insurance company directly until the deductible has been met.*
6. Do I have a co-pay for nutritional counseling?
 - How much?
**Note: I typically bill your insurance with preventative counseling, so the co-pay amount is often not applicable. I generally wait for the claim to be processed to determine whether or not you have a co-pay. If there is a co-pay, I will email/mail you an invoice for payment. If not paid within 2 weeks of the invoice date, your credit card on file will be charged.*

7. Do I need a PCP referral for nutrition counseling to be covered?
If the answer is yes, I will provide you with a referral form for your PCP or fax your PCP a referral form. Your PCP will need to complete it and either give it to you or fax back to me. It is your responsibility to ensure that I have your PCP referral form prior to our appointment. If not, the appointment will be rescheduled until I receive this.
8. Is nutrition counseling covered when provided via telehealth?
9. Is Brown Sugar Nutrition, PLLC in-network? If asked, NPI is 1891319513.
 If not, what are my out-of-network benefits?
**If Brown Sugar Nutrition PLLC is not in-network with your plan, payment will be due at the time of your visit. If your plan provides out-of-network nutrition counseling benefits, you can request a superbill to submit to your insurance company for reimbursement.*

Please reach out via email at imashi@brownsugarnutrition.com if you have any questions or concerns about this process prior to your nutrition counseling session.