

## Insurance Questions

Vestibular Therapy Specialists are not contracted with any insurance providers so we are considered an “out-of-network provider.” Per your request, we can provide you with a Superbill once your session invoice is paid in full to submit for reimbursement to your insurance company. You may need a few other items to send in, so see suggestions to ask your insurance company below to ensure you receive reimbursement.

**We do accept** Health Savings Accounts (HSA) or Flexible Spending Accounts (FSA)

We are contracted with Medicare Part B as a Non-Participating Provider

- **Medicare patients:** You will pay the full cost of your care up front and Vestibular Therapy Specialists will submit a bill to Medicare. A reimbursement check will be sent directly to you with the Medicare approved amount.

**START:** call the number on the back of your insurance card (usually titled member services) and select the option to speak with a customer service representative.

Ask the following questions (*you may already know some of these answers or not all questions may apply to you*):

- What are my physical therapy benefits?
  - Common codes used: 97162; 97530; 97112, POS 02-95
- What is my out of network percentage of coverage?
- Will telehealth services be covered?
- Do I have a deductible?
- If yes, how much is it?
- How much of deductible has been met?
- Do I need a written referral from a doctor? Does the referral need to come from my primary care doctor?
  - If yes, call your MD to have a referral sent to you so you have a copy you can submit with the appropriate forms
- Do I need authorization on file prior to starting physical therapy?
- If yes, is authorization on file already?
- Is there a special form I need to be reimbursed? If yes, where is the form?
- To what mailing address should the form be sent?

**NOTE:** Please communicate with us if finances are an issue, we do not want this to be the reason you do not receive our Vestibular Therapy services. We can work together. Contact us if you have any questions: 813-501-3373 or [info@vestibularspecialists.com](mailto:info@vestibularspecialists.com)