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### **Insurance Script for Dietician Services**

Please use this script to guide you in navigating a conversation with your insurance and ensuring that your dietician services are covered by your health insurance.

We recommend that you have your insurance card(s) on hand when you call your insurance to provide the information on the card they need.

North Country Counseling is currently in network with most insurance companies in Minnesota and some in South Dakota. However, there are a few exceptions based on providers and types of services that insurances allow to be covered. If dietician services are not covered under your insurance, we are more than happy to provide you with a superbill to submit to your insurance company for reimbursement. ***The superbill does not guarantee reimbursement.*** We can accept FSA/HSA cards as a form of payment as well.

#### **Call the member services number on the back of your card and ask:**

1. Does my plan cover outpatient nutrition counseling (codes: 97802, 97803, and 97804)?
  - a. If yes, how many sessions are allowed in a calendar year?
  - b. Does my plan only cover visits that are “medically necessary”? or do they also cover preventive services (code Z71.3)
2. Do I have a deductible to meet first?
  - a. If yes, how much is my deductible?
  - b. How much of my deductible have I met?
3. Do I have a co-pay for outpatient nutrition counseling?
4. Do I need a physician referral?

It is recommended you record the representatives name and reference # when checking your benefits. In the case of disputing a denied or rejected claim.

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