



QUESTIONS TO ASK YOUR INSURANCE COMPANY/EAP

Health insurance policies are an agreement between you and your insurance company. To help you understand what coverage you can expect in relationship to outpatient psychotherapy (counseling), simply call your insurance company regarding outpatient behavioral healthcare and ask the following questions. Although not every area of treatment is covered on this form, it should clarify most questions, and be useful in submitting claims.

1. Date I called my insurance company _____
2. Name of the Person who gave me the information _____
3. Is my therapist in network? YES NO

If the answer to #3 is NO, skip to #7.

If the answer to #3 is YES, answer the following set of questions and skip #7- #9.

4. Does my policy require pre-certification or pre-authorization for treatment? YES NO
(If NO, proceed to #5.)

If YES, how many visits will be pre-certified? _____

What are the effective dates of the authorization? _____

What is the authorization number? _____

5. Does my policy require a referral from a physician? YES NO
Have I received the referral from my physician? YES NO

6. What are my in-network benefits?:

Do I have a deductible? YES NO

Are there separate deductibles for medical and mental health? YES NO

Has my deductible been met? YES NO If NO what amount is left to be fulfilled? _____

On what date does my deductible begin? _____

How many visits do I have per year? _____

Is this per calendar year or contract year? _____

How much/what percentage do I have to pay at the time of service (co-pay)? _____

Any other benefits or limits that I should know about? _____

Complete the following questions ONLY if your therapist is not in network:

7. Do I have to choose a mental health provider within my network? YES NO
If YES, contact CornerStone for a referral to a therapist in your network: 614.459.3003.
8. If NO, do I have out-of-network benefits? YES NO
If NO, contact CornerStone for a referral to a therapist that can work with you.
9. If YES, what are my out-of-network benefits? _____



QUESTIONS TO ASK YOUR EAP COMPANY

Employers use Employee Assistance Companies sometimes as a health care benefit to employees. The employer will provide a specific number of sessions of counseling (paid for by the employer). To help you understand what your EAP benefits are, simply ask the EAP Company the following questions. Although not every area of treatment is covered on this form, it should clarify most questions and be useful in submitting claims.

Date you called your EAP company _____

Name of Employer providing EAP services _____

Who is the Employee with these benefits (client, spouse, parent)? _____

Name of the EAP company _____

Name of the Person who gave you the information _____

What do I need to do to access my EAP benefits? _____

How many EAP sessions are allowed? _____

What is the authorization number? _____

What are the effective dates of the authorization? _____

What is the address my Provider will use to mail my claim forms?

Does the EAP company require their paperwork or forms be sent to bill for these sessions? YES NO

Is (Clinician's Name / Credential) a provider in this EAP network? YES NO