

SuperBill Information and Sample Cover Letter

This is a note to explain how to receive reimbursement from your insurance company for acupuncture services.

So much has changed over the years in the insurance field. It is no longer possible for me to continue to bill for insurance. Deductibles are higher, payment is lower and now there are many different payers that require validations that are just too time-consuming to be worth it. Billing insurance requires having a staff to do it that I do not have. Acupuncture visits longer than 45 minutes can be denied.

However, once your insurance verification comes through that your deductible has been met and you have coverage for acupuncture, I *may* be able to go ahead and bill the insurance company for you. See dianesmalley.com to fill out the Insurance Verification.

In the meantime, I will be giving you a SuperBill that has all the information that you need to receive a payment from your insurance company.

The minimum payment for a treatment at the time of service, for those with insurance that covers acupuncture, is \$65. If you have the means and want to cover your deductible sooner, there are extra services that I usually perform at every session that can be charged. Herbal medicines and supplements are charged separately and will not be covered by your insurance.

The money you pay will go toward your deductible. Some companies lop off a part of that and put a certain amount toward your deductible, some put the whole amount. You may not reach your deductible over the year with just acupuncture treatments. For instance, it would take 17 treatments to use up a \$1000 deductible.

Some companies limit the number of treatments over the course of the year. It is good to check with your company and find out exactly what they cover in the area of complementary medicine.

Even though I have been practicing for over 37 years, I am not qualified to bill for MediCare. It is unfortunate that they put out the fact that “We are covering acupuncture for low back pain now!” Reading the fine print says that the acupuncture must be administered by a physician (?) or someone with a masters or doctorate in acupuncture.

If the \$65 fee is not possible for you, or if you prefer to not submit bills to your insurance, I can apply a cash discount. On a SuperBill, I must note the actual payment you have made and it must be the same from person to person. I await your questions.

Peace, Diane

When we give you a SuperBill, take these steps to improve chances of reimbursement:

1. Contact your Insurance company. Number: _____

2. Tell them you have a SuperBill for services provided Out-of-Network and ask them the best way to send it. Ask for the address for mailing in or the fax number for faxing your SuperBill to your Insurance company.

Address: _____

3. Ask if there are any forms you need to fill out to send with your SuperBill.

Forms needed: _____

4. **Sample Cover Letter:** Ask if you need to put a cover letter or other info with your SuperBill. They will need your Subscriber ID. It might be sufficient to hand-write that on the SuperBill, but we suggest a short cover letter as outlined below. This is on the website for you to cut and paste:

{Insurance Company Name
and Address or email}

{Date mm/dd/yyyy}

Re: SuperBill for {Your Name}
Subscriber ID {Insurance identification number}

To Whom It May Concern:

Please see the attached SuperBill for Acupuncture Services. Please contact me with any questions.

Thank you for honoring this service with your payment.

Sincerely,

{Your name}

{Your full address}

{Your full phone number}

{Your email}