



Pepper Brown & Associates

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Verification of Benefits Tips

Calling a payer to get coverage confirmation can be tricky. Here's a handy list of tips, information you may need, and a script for when you get a representative on the phone.

SCRIPT:

1. On the automated prompt indicate that you need to be connected with Customer Service
2. "I would like to verify eligibility and benefits for Outpatient Behavioral Health Services for myself, my child, my significant other, etc."
3. "The subscriber ID, DOB, first and last name, and address are..."
4. "Can you please confirm that Pepper Brown & Associates are an in-network provider for my plan. The billing NPI is 1427731124."
5. If Pepper Brown & Associates are not an in-network provider - verify whether there are out of network coverage and what that coverage is.
6. "I need to confirm the following CPT codes – 90791, 90834, & 90837."
7. "I want to confirm whether there is a number of visits limitation or authorization required for any of these services"
8. "Is there a copay, coinsurance, or deductible? What is my copay or coinsurance amount?"
9. "Do I have an outstanding deductible that needs to be paid before insurance will start paying for services? If yes, how much have they accumulated towards it and how much is left?"
10. "What is my out of pocket maximum?"
11. "Can you please provide me with your name and a call reference number?"

TIPS:

- Be prepared. Have all of the info you know that they're going to ask for.
- Check multiple service codes – 90791, 90834, & 90837.
- ALWAYS collect the name of the representative, a call reference number, and a callback

number/the number you're being transferred to before you let someone end the call.

- Don't hesitate to call back and speak with another rep or a supervisor.