

# FAQ

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Can the call center give me a list of insurers?

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No. They can determine if your insurance is in-network only when you book an appointment. Even then, they are unable to see the details of your individual policy. It's important to note that coverage may not apply or apply equally to every tier or level of policy offered by that company. The best way to be sure about your plan is to check with your insurance company.

Q

Why can't the call center give me a list of insurers?

A

Because they often serve multiple communities, and there are hundreds, if not thousands, of individual policy plans, they rely on a computer system to provide authorization when care is requested. This approach helps preserve your privacy and legal rights, and enables instant and comprehensive updates to the entire system when a contract is added or changed. Even with this system in place, they will not be able to tell you your deductible, copay, or coinsurance amounts; they will only confirm that your insurer has authorized your care. To get accurate information about your plan, it's best to check directly with your insurance company.

Q

Why not just accept all insurances?

A

For a healthcare provider, the process of adding a health insurance plan or policy to their network is not as straightforward as the provider simply wishing to. Accepting and being authorized by an insurer for a specific plan or plans requires BOTH the provider and the insurer to agree if, when, and how a patient may use services, and how much the insurer will compensate the provider. No single provider in the U.S. guarantees acceptance of every insurance policy, as there are hundreds, if not thousands, of individual plans available in the country.