

Please use the script below as a guide to verify your own nutrition coverage. Please call the number on the back of your card.

It is highly recommended that you ask for a reference number and note the date and time of the interaction. If you have already verified with your insurance, please sign below to acknowledge that you have verified.

If possible, you may also want to ask them to send you the information they provide you in writing. We will need this information prior to scheduling your first appointment.

When you schedule your initial appointment, you will be asked to provide a credit card that John Canlas Nutrition will keep on file. In the event that your claim gets denied by your insurance company (or you have an outstanding deductible or co-pay) your credit card will be charged for the visit.

They may ask these questions:

My NPI. My NPI (national provider identification) is: 1639760762

Location of service:

2075 Diamond Blvd Suite H-210  
Concord, CA

My NPI. My NPI (national provider identification) is: 1639760762  
Location of service: Office Evolution or Concord, CA

**Please ask these questions:**

**Do I have nutritional counseling coverage on my insurance plan?**

- If the insurance company asks for a CPT code please provide them with the following codes 97802 & 97803 and S9470. If they say you do not have coverage using those codes,

**Will my diagnosis be covered?**

- If the representative asks for a diagnosis code – please tell them the visit is coded the ICD 10 code: Z71.3

- If you are overweight(E66.3), obesity (E66.9), have pre-diabetes (R73.03), diabetes(E08.10), hypertension, or high cholesterol you may want to see what your coverage is for these diagnoses as well.
- I always code your visit using preventative coding (Z71.3) to maximize the number of visits you receive from your insurance carrier.

#### **How many visits do I have per calendar year?**

- Your insurance carrier will let you know how many visits they are willing to cover. Depending on the carrier the number of visits vary from 0 to unlimited depending on medical need.

#### **Do I need to meet your deductible first before the insurance pays?**

- In the event you have a deductible I will not be able to initially bill your insurance company directly. Therefore, payment of \$180.00 is due at the initial visit and \$90.00 is due at each follow up visit.
- I will provide you with the appropriate documentation to submit to your insurance company to show receipt of the services. This will allow you to “pay down” your deductible. Once your deductible has been met and you have nutrition services on your policy, I can then directly bill your insurance company.
- Please ask if you need to meet your deductible for nutrition counseling.

#### **Do I have a co-pay, co insurance for nutritional counseling?**

- For most insurance companies I am considered a specialist. Therefore, your specialist co-pay is applicable and is payable at the time of service. This information is often apparent on the front of your actual insurance card. However, often because we bill your insurance with preventative counseling the co-pay is often not applicable. **We generally wait for the claim to be processed to determine whether or not you have a co-pay and then charge the credit card you have on file with us the co-pay amount.**

#### **Is Telehealth Covered?**

- Most insurances do cover this, but not all. If you intent to do the visit through telehealth, please ask if telehealth is covered.
- Does telehealth have any co-pay?