

**Amber Wellness Group**

**1944 NE 45th Ave; Portland, OR 97213  
Phone: 971.319.0045 Fax: 503.296.5712**

We want you to feel empowered and understand your insurance benefits. This will help you to best manage your healthcare coverage and to avoid any unforeseen surprises. Remember: Insurance companies can make changes at any time without notifying members or providers.

**Full payment is due at time of service. We do provide a 20% discount, for those without insurance or who choose not to file an insurance claim and pay out of pocket.**

Please note that you and/or your insurance company may be billed multiple procedure codes for a visit.

Name \_\_\_\_\_ Insurance Company \_\_\_\_\_

Date Called \_\_\_\_\_ Representative's Name \_\_\_\_\_

Call the member services phone number on your insurance card and ask for a customer service representative (\*automated services do not provide complete information)

1. Have your ID # and Group # available (these are on the front of your insurance card).
2. State: "I am calling about my Naturopathic Primary Care Physician (ND) Benefits for In and out of network providers. What can you tell me about my in and out of network benefits as it relates to:
  - a. Dr. Lisa Dickinson: In / Out of network
  - b. Dr. Meghan Bennett: In / Out of network
  - c. Dr. Megan Chmelik: In / Out of network
3. You can also ask about your Acupuncture, Massage and/or Chiropractic benefits while you are on the phone with them, using the same language above.
4. What is my insurance effective date? \_\_\_\_\_ Calendar year? \_\_\_\_\_

5. Has my deductible been met? Yes/No How much has been met? \_\_\_\_\_  
How much is left? \_\_\_\_\_. How does the deductible work with my office visits?
6. What is my co-pay/co-insurance? ND office visit \_\_\_\_\_
7. Is there a maximum dollar amount or maximum number of visits covered for Naturopathic/Alternative Care for the year? No / Yes: \$ / # \_\_\_\_\_
8. Is Physical Therapy (CPT code 97140) covered? Yes/No  
Do I need pre-authorization? Yes/No
9. Does my insurance cover the following codes? G2212 Yes/No 99417 Yes/No and / or 99354 Yes/No  
These codes allow my provider to bill for the time it takes to review chart notes and labs, prepare for my visit as well as develop a treatment plan and provide me with all the care required to complete my visit.
10. Does my plan support telemedicine visits? Yes / No Is there a date when telemedicine will no longer be covered? If so, when \_\_\_\_\_
11. Does my plan cover communicating with my provider via email (CPT code 99421-99423)? Yes / No
12. Is my provider able to do my Annual Exam (CPT code 99385/99395 covered)? Yes/No Do I have a copay for my annual exam? Yes/No
13. Can my Naturopath physician, licensed as a primary care provider in Oregon, order lab, imaging and diagnostic tests? Yes/No  
Are there restrictions? Yes/No If so, what are they? \_\_\_\_\_
14. Does my deductible go towards lab/imaging tests? Yes/No What is my financial responsibility? Is my deductible different for office visits, lab/imaging tests? Yes/No If so, how much for each? \_\_\_\_\_
15. Does my insurance plan cover Vitamin D testing for codes R53.83 (fatigue) or F33.0 (mild depression)? Yes / No (These are common diagnosis codes, you may not have these concerns, it is helpful to understand if the insurance company will cover vitamin D testing for anything other than M81.0 (osteoporosis)).

16. What is the patient responsibility for in-network lab and imaging tests?

Pre-deductible: \_\_\_\_\_ & Post-deductible: \_\_\_\_\_

Which imaging studies do I need pre-authorization for? \_\_\_\_\_

17. Is there a preferred network lab? Yes/No (please circle below)

Legacy    Providence    Quest    OHSU    Labcorp    Other \_\_\_\_\_

18. Is there a preferred network for imaging? Yes/No (please circle)

Legacy    Providence    Epic    OHSU    Other \_\_\_\_\_

I understand that it is my sole responsibility to call my insurance company and find out what my plan coverage is prior to my first visit and every year when I receive my new insurance card. I also understand that I am responsible, and Amber Wellness Group is not liable for unexpected fees I may incur during my treatment in the clinic that are not covered by my insurance company. I will talk with my doctor to understand how the recommended diagnostic and treatment options will help us better understand my condition so that I may reach my health care goals.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Note: January 2021 Insurance Update

You may see new billing codes on your insurance explanation of benefit beginning with office visits from January 1, 2021 and ongoing. The Insurance industry has done its first major overhaul to the billing codes and guidelines in more than 25 years.

We have updated our insurance verification form so that you can call your insurance to see what has changed and how your benefits may look this year. We recommend that you call your insurance company every year at the beginning of your policy effective date for changes in copay, coinsurance, deductibles and policy numbers. Please make sure that Amber Wellness Group is updated on any changes that we need to know about in regards to your financial responsibility, where your preferred in network labs and imaging are and anything else that we need in order to support you and your healthcare.

We will be using codes that are familiar to you and there are a few new codes that have been adapted to support telemedicine visits, to prepare for and complete your visit, as well as email communication. These new codes now allow our providers to bill your insurance for the time they take in preparation for your visit and ongoing care. For each office visit, your provider spends a significant amount of time reviewing chart notes and labs, consulting with specialists, researching protocols to develop a treatment plan and provide you with all the best care for you to reach your healthcare goals.

We appreciate your patience, understanding and assistance as we navigate these changes.

Please do not hesitate to call our office if you have any further questions.

In good health,

Dr. Lisa, Dr. Meghan and Michelle