

Optimal Treatment for Anxiety

How to Submit Insurance Claims

1. Contact your insurance company to see if you have OUT OF NETWORK PROVIDER BENEFITS for mental health.
2. Payment for Ross Center services are due at the time of service. You will be provided with a receipt that includes the necessary information if you are applying for reimbursement from your insurance carrier.
3. On your receipt for services from The Ross Center, you will find your procedure code (or CPT code) which is usually a 5-digit number, and your diagnosis code, or ICD-10 code. You will also have your providers NPI number and The Ross center's business information including our tax ID #.
4. You can use the information on your receipt to find out from your insurance company what they will reimburse you for. If you would like codes for upcoming services that will be ongoing, please ask any of our administrative staff for those codes.
5. Additionally, you will most likely have a deductible. This is the amount of money your insurance company expects you to spend before the insurance starts to pay you back. You can ask what your deductible is and how much of it you have already spent.
6. To apply for reimbursement, you must typically fill out a medical claim form and submit it to your insurance company for reimbursement. You can usually find the form and instructions for submission on the website for your insurance company. If not, please contact your insurance company for forms and instructions. Make sure to complete the forms with all the required information.
7. Because you have already paid for Ross Center services, you should not 'assign' payment to The Ross Center. This way the reimbursement check will come directly to you. Please do NOT check the assignment box on your claim form. If you check it the reimbursement check will come to The Ross Center and we will have to send it directly back to your insurance company so they can reissue the check to the patient. This will delay your reimbursement.
8. While our staff does not complete the insurance claim forms for you, you should mail the completed claim form along with a copy of The Ross Center receipt to your insurance company claim's mailing address. Wait up to 30-60 days (in most cases) for reimbursement.
9. Please do not refer your insurance company to The Ross Center. We do not participate with any insurance companies and do not handle claims. We are happy to answer questions as best we can, and provide you with copies of your receipts. Ultimately it is your personal insurance policy that determines your benefit levels and which services are reimbursable.

Thank you for using The Ross Center.

If you have any questions, please contact one of our patient care coordinators.

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