



## **Insurance Information and Helpful Hints**

Sensational Achievements, LLC is **not** an In-Network provider for any insurance company.

Sensational Achievements, LLC will provide billing receipts with appropriate diagnosis and treatment procedure codes to submit to your insurance company.

Although the State of Connecticut does not require prescription for Occupational Therapy services, it is recommended that you notify your child's physician that your child is receiving therapy and the diagnosis code being used. **Some insurance companies require a doctor's prescription to obtain preauthorization for services.**

If you plan to submit to insurance for reimbursement, we recommend you find out the following information:

- 1) If your insurance requires pre-authorization for visits or a voluntary approval
- 2) If there is a lifetime or per-calendar year limit on coverage for services or specific diagnoses  
Documentation insurance companies varies, but most **require** one or more of the following for reimbursement:
  - Request for preauthorization to approve visits
  - Initial evaluation write-up
  - Doctor referral or prescription for therapy
  - Session notes for each date of service **OR** progress reports after a predetermined number of visits (varies by insurance company) to request additional sessions

**Note:** When speaking to an insurance representative or billing entity, it is important to record the name of the person you spoke to and the information provided. Try to speak with the same representative each time you call to ensure that the information you receive is consistent and correct. If you cannot obtain the necessary information from the representative, ask to speak to a person in the Medical Management department for specific information related to the coverage outlined in your policy and procedures necessary to obtain reimbursement.

The Client is responsible for letting Sensational Achievements know the specific documentation that is required and must provide any forms that the insurance company requests to be filled out by Sensational Achievements, LLC. **Due to the time consuming process of obtaining necessary authorizations, there is an additional processing fee for all progress reports and additional documentation of \$45.00 per 30 minutes.** Please fill out a Request for Report 2 weeks in advance of expiration of the preauthorization.

Although we will make every effort to assist your reimbursement process, Sensational Achievements, LLC, **will not** give back-dated insurance progress reports because of Client's failure to obtain this information from the insurance company prior to the start of therapy.

Should the insurance company deny a particular claim that should be covered under the client's plan and the client is not successful in negotiating that claim with an insurance representative, it may be possible to appeal the denial through the client's employer's insurance liaison in Human Resources.

**\*\*\* Note:** If we need to contact insurance company on your behalf and the call extends beyond 15 minutes, you will be billed at an administrative rate of \$30 per hour.