Insurance can be tricky to understand and we want to help you get all the information you need so that you can fully understand your coverage and out-of-pocket expectations. Please call your insurance and ask all the questions below. Most companies do not require counselor information to give you information about your coverage, but our information is provided at the bottom of this document if you need it.

|  |  |
| --- | --- |
| Ask: Does my plan contract its mental or behavioral health coverage with another insurance company? (If the answer is yes, hang up and call the insurance who contracts your mental health coverage. |  |
| Effective Date of Plan |  |
| Is code 90791 (diagnostic evaluation) in an outpatient, office setting (code 11) a covered service? |  |
| Is code 90837 (individual counseling) in an outpatient, office setting (code 11) a covered service under my plan? |  |
| Is code 90847 (couple or family counseling) in an outpatient, office setting a covered service under my plan? Please ask this question even if you are not currently seeking couples or family counseling.) |  |
| Is telehealth (code 02) a standard part of my plan for mental/behavioral health or is it limited to COVID-19? |  |
| Does my plan cover telehealth with Oasis Counseling Center, Inc.? |  |
| What is my maximum out of pocket? |  |
| How much have I met toward my maximum out of pocket? |  |
| What is my individual deductible amount? |  |
| How much have I met toward my deductible? |  |
| Does my deductible apply to mental health outpatient services in an office setting? |  |
| What is my family deductible amount? |  |
| How much has been met? |  |
| Does the family deductible apply toward mental health outpatient visits in an office setting? |  |
| If I have a deductible, when does it start over? |  |
| Do I have a copay for 90837 or 90847 (individual or family counseling)? |  |
| Do I have a coinsurance for 90837 or 90847 (individual or family counseling)? |  |
| Do I have both a copay and coinsurance for 90837 or 90847 (individual or family counseling)?  |  |
| If so, how does this work? |  |
| Does telehealth (code 02) have a different copay or coinsurance or deductible standards than in person in office sessions for codes 90837 or 90847 (individual or family counseling)? |  |
| Is there any other payment or coverage difference between telehealth and outpatient office visits for 90837 or 90847 (individual or family counseling)? |  |
| Put any other comments about copay, coinsurance, deductible, or coverage here |  |
| Representative’s Name |  |
| Reference Number |  |
| Date and Time of call |  |

Oasis Counseling Center, Inc. (see below for additional information)

1606 Memorial Drive

Burlington, NC 27215

This is our only location. We do not have a location in Chapel Hill.

Oasis Counseling Center – NPI 1467685354

Karen Canada – NPI 1023213568 (You can use this one if you do not know which counselor you will be seeing)

Susan Carpenter – NPI 1689013070

Michelle Vann Horton – NPI 1871043455

Jessica Coble – NPI 1750844437

Rocio Perez – NPI 1568071066