



UNTAMED NUTRITION THERAPY

## Guidance for Checking Your Insurance Benefits

Untamed Nutrition Therapy is happy to check insurance benefits for you and we will do so; however, we also highly encourage you to check your own benefits as well. Checking benefits is not a guarantee of coverage.

The insurance companies UNT is in network with include:

*Aetna*

*Blue Shield of California*

*United Healthcare*

*Healthnet - All clinicians*

*Medical/Central Coast Alliance for Health (CCAH)*

*Valley Health Plan - Allison Bone only*

*ASR Health Benefits - Allison Bone only*

## Steps for Checking Insurance:

1. Call the number on the back of the insurance card intended for members. The automated voice will typically ask if you are a member or a provider. Select member.
2. You will be directed to provide certain information, including your member ID and DOB.
3. The automated system will likely ask where you want to be directed. Select benefits and eligibility.
4. Some insurance companies will give you automated messages about your benefits. It is standard practice to speak directly with a representative in order to give them specific CPT (procedure) codes for nutrition counseling and potentially diagnosis code(s). Once you are speaking directly with a representative, follow the steps below:
  - a. Ask the representative if Untamed Nutrition Therapy is in network with your plan.  
**Our group NPI is 1013665637**
  - b. Ask if nutrition counseling is a covered benefit in your plan. If they need procedure codes (CPT codes) give them: **97802 and 97803**
  - c. If they ask for a diagnosis code and you have a referral you may give them the diagnosis code from your referral. If you do not know the diagnosis code you can tell them you are being seen for an eating disorder. You may also give them the preventative diagnosis code for nutrition counseling, which is **Z71.3**.
  - d. Specifically ask if there are any diagnoses that they do not cover
  - e. **Ask if there are any exclusions.** This may include, but is not limited to:
    - i. Is a prior authorization required?
    - ii. Are services “carved out” to another medical group or third party administrator?



UNTAMED NUTRITION THERAPY

- iii. Are there any diagnosis requirements or exclusions on your plan? (Some insurance plans only cover diabetes or obesity)
- f. Ask the representative if the plan is based on a calendar year (meaning deductibles and out of pocket maximum amounts start over in January).
- g. Always obtain a reference number for the call.
- h. Let Sofia or your dietitian know what insurance reported on the call

If the insurance company needs specific information about Untamed Nutrition Therapy, please see below:

- NPI Type 2 (Group NPI): 1013665637
- Leah Individual NPI: 11140204841
- Allison Individual NPI: 1790227908
- Service address on file: 621 Forest Ave, Suite 2C, Pacific Grove, CA 93950
- Fax number: 844-444-0943
- Email: [sofia@untamednutrition.com](mailto:sofia@untamednutrition.com)
- Phone: 831-216-8277