



Healing Hearts • Restoring Relationships • Liberating Lives

Client Mental Health Insurance Guidelines

Wellspring Christian Counseling does not process insurance claim forms

Please complete this form and give to Wellspring Christian Counseling so that we may better serve you

If you choose to use insurance to pay for services, you need to be aware of the following:

- You must pay for services at the time of your sessions(s)
- Your counselor will provide you with a receipt.
- You will use this receipt to request reimbursement from your insurance company.

We have prepared the following questionnaire to guide you through the process of gathering information about your insurance benefits. You will need to contact the "Customer Service" department of your insurance company and answer the questions below.

You will likely be asked to give some or all of the following information to the Customer Service Representative at the beginning of this call:

- Your name and the name of the person who is the 'Subscriber'. This would be the person employed by the company providing the group insurance, i.e.; you or your spouse.
- The specific name of the 'Plan' in which you are enrolled.
- Your member 'Identification Number' and/or the 'Group' number.

You need to ask the Customer Service Representative the following questions. Please record their answers.

1. Do I have "Behavioral Health" benefits for:

- Individual Counseling? _____
- Family Counseling? _____
- Marital Counseling? _____

If 'yes' to any of these items, then proceed with the next question.

If 'no' to all of these items, there is no need to continue. Please contact Wellspring Christian Counseling to explore other options.

2. Do I have coverage for "Out of Network" behavioral health providers? _____

If 'yes' then proceed with the next question.

If 'no' then there is no need to continue as Wellspring Christian Counseling is not on any "Network Provider List." Please contact Wellspring Christian Counseling to explore other options.

3. Does my insurance:
- Require that I see a Licensed Professional Counselor (LPC)? _____
 - Allow me to see a Provisionally Licensed Professional Counselor (PLPC)? _____
 - Allow me to see any faith-based counselor regardless of credentials? _____

4. How many visits am I allowed under the "Out of Network Provider Plan?" _____

5. Do I need to be pre-certified prior to making an appointment? _____

If yes, what is the pre-certification code assigned? _____

6. What is the pre-certification process? Please describe.

7. Questions that I have for Wellspring Christian Counseling pertaining to insurance or other options available to me.