

## Submitting for Reimbursement with a Superbill

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Sometimes insurance companies do not honor electronic claim submissions through our system. When this happens, sometimes they will allow the subscriber (you) to submit in paper form with what is called a “Superbill”. This is a special document that is like a statement, but includes our practice information, counselor information, appointment dates, as well as the diagnosis you were seen for. All of this information is needed by insurance companies to provide out of network reimburse. Some plans, like Blue Cross of Illinois, we know only allow paper submissions, but other times, we are unaware of why an insurance plan is not honoring our electronic submissions. It could be due to your plan not covering out of network providers, or it could be due to them not allowing particular Therapists licenses such as Associate or Provisional.

If you are using this approach, we produce the Superbill around the 10<sup>th</sup> of the month for the previous month. For example, on Dec 10<sup>th</sup>, we send you a Superbill for all of November's appointments. Once you receive this document, you can mail it to your insurance company. You will need to reach out to them directly to get information on where to send the documents. Sometimes insurance plans will require you to fill out additional forms.

If we have communicated to you that we have already put you on the Superbill List, then you will automatically be getting these monthly documents. However, if we have not, then you will need to request to be put on the list. In order to be put on the list, because it adds administrative time to produce these documents, we first need you to confirm with your insurance company that they will reimburse. NOTE: If you have not received any communication from us saying we are unable to bill electronically, then please first read our insurance policy on our FAQs page.

To find out if your insurance plan reimburses, contact them and ask if they reimburse via a superbill for out of network providers for mental health services. Ask them if they cover the license of the counselor you are seeing (This information is listed on the bios of the counselor page of our website). Once they confirm that they reimburse, submit a contact form on our website for the office you are seeking services and select “Billing/Insurance” as the reason for communication.