

## How to Guide: Contacting Insurance about Coverage of MNT

### Tips:

- Have your insurance card in front of you
- Have this guide in front of you
- Read the script/sample questions ahead of time
- Take notes/ document (use this paper if possible)
- Ask them to clarify/ repeat if you were not clear on the response

### Sample Script:

Hi, my name is ... and my insurance number is ...  
I am calling to inquire about the insurance benefits available to me through my plan, am I speaking to the right representative?  
Yes...

### Questions to ask:

- Do I have out-of-network benefits for nutritional counseling, also known as Medical Nutrition Therapy, CPT codes 97802 & 97803?
  - If yes, continue to next question...
- Do I have any nutrition counseling benefits covered for my specific health conditions (list conditions and ICD-10 codes on MNT Referral Form)?
  - If yes, move to next question...
  - If not, Do I have any nutrition counseling benefits covered under the preventative care portion of my plan? (ICD-10 code Z71.3)

- Is a doctor's referral required?
- Is there a limit on the number of visits allowed?
- Are telehealth visits covered?
- Do I have a deductible to meet before insurance pays for these out-of-network services?
- Do I have a co-pay or co-insurance I have to pay for these out-of-network services?
- What address can I send superbills or billing statements to?
- What is your name?
- What is the reference number for this call?