

Benefit Retrieval Guide for Clients
Tips and Language to Support you in Finding out your
Coverage for Outpatient Individual, Couples, and Group Mental Health Services
(not applicable for clients pursuing IOP)

Call member services (number on the back of your card) and ask:

1. Do I have a copay or coinsurance for routine mental health services?
2. Do I have a deductible to meet before coinsurance is applied?
 - a. If yes, how much has been met towards my deductible?
3. Is there a session limit?
4. What is the accumulation of my maximum out of pocket expense?
5. Do I need a referral?
6. Are telehealth benefits the same as in office?

If needed, CPT codes are:

90791 for Initial Assessment

90837 for Individual Therapy

90847 for Couples Therapy

90853 for Group Therapy (non IOP)

For HMO Policies - Benefits can be more affordable for clients with a PCP (primary care provider) referral. Consider reaching out to your doctor's office and ask them to provide a referral and have it sent to Art of Awareness at clientservices@artofawareness.org or fax to 207-799-1350. If you may require a referral to access better benefits, best practice would be to request this from your PCP prior to receiving any services.

Other tips to note when making insurance calls:

- AoA's tax ID is 651254395
- The NPI# of Art of Awareness's Clinical Director (Emily Roberson) is: 1154484236
 - Note that this NPI# is only applicable for services received through Art of Awareness and will not produce accurate benefit information for providers outside of Art of Awareness.
- You can bypass the automated response system by stating "representative" or "agent," or pressing zero "0"
- If you are asked for a diagnosis code, you can say "no diagnosis at this time"
- You will need to provide your legal name associated with your legal sex to receive accurate benefits but can ask to have a preferred name associated with your insurance
 - More movement will be made in the insurance industry with regards to transgender and non-binary gender preferences.
- If your insurance changes (ie change of employment) please inform your therapist and the Billing department at billing@artofawareness.org. This way we can check to make sure your new insurance is in network with your provider.
- *Note that we are not currently in-network with Mainecare*

Once you receive your benefit information:

- Please communicate this to your assigned therapist at Art of Awareness and your therapist will update this information into our Electronic Health Records system, Valant.
- If you find that your benefit information changes, please make sure to update your therapist