



SANCTUARY COUNSELING GROUP

1801 East Fifth Street Suite 110
Charlotte, NC 28204-2472
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sanctuarycounselinggroup.org

INSURANCE PROVIDER VERIFICATION FLOWCHART

Sanctuary Counseling Group is in network with Blue Cross Blue Shield, Medcost and Healthgram, however, not all plans include *mental health benefits*. Please know the coverage of your plan. Sanctuary Counseling Group is NOT a Medicare or Medicaid provider and will file ONLY primary Insurance provider claims.

Please complete the following steps if you wish to utilize your insurance coverage with Sanctuary Counseling Group. Contact your insurance company to determine your benefit coverage BEFORE your first session, ask the following questions.

Date _____ Name of Insurance Representative _____

1. Do I have **mental health benefits (outpatient, in an office setting)**? Yes No

If the answer is **No**, then please talk with your therapist about setting your fee.

If the answer is **Yes**, then complete this chart with the insurance company rep.

2. My provider (therapist) is _____ with
Sanctuary Counseling Group. Federal Tax ID 20-8142788

3. Ask: Is he/she 'IN' or 'OUT' of network?

a. If the therapist is **'OUT OF NETWORK' & you do not have OUT OF NETWORK benefits**, please talk with your therapist about setting your fee.

b. If the therapist is **'IN NETWORK' or you do have 'OUT OF NETWORK' benefits** then please ask the following:

4. Does my plan cover individual, marital and family counseling? _____

5. From when to when is my calendar year? _____

6. Do I have a deductible? _____ What is my deductible amount? _____

How much of the deductible has been met? _____

7. What is my co-payment? _____

8. Do I need an authorization or to pre-certify? _____ If yes, indicate the
authorization # provided _____ # of sessions covered _____

If you are using your 'OUT OF NETWORK' benefits, you will be responsible for paying our full fee. From there, we will provide you with the insurance information you need to file for 'OUT OF NETWORK' reimbursement. You will deal directly with your insurance company and payment should come directly to you.

Should you have further questions, please feel free to contact our business office at 704.375.5354