

Verifying *Your* Benefits with Blue Cross Blue Shield

When calling Blue Cross Blue Shield to help understand your coverage, please keep in mind the following information:

- **Family Strategies is only contracted with Blue Cross Blue Shield at this time.**
 - Please note, that some plans have a 3rd party cover their mental/behavioral health benefits. *Some of these 3rd party administrators are not contracted with us.* Value Options and Biodyne are two examples of 3rd party payers that are not within the Blue Cross Blue Shield contract.
 - You will need to call your insurance provider for the most accurate details.
- **We are an “Outpatient Behavioral Health Facility”**
 - It is very important that you use this title when inquiring about your benefits, do not try to look up your provider by name.
 - We do not fall under the same category as a regular physician’s office visit.
 - We are not a “private practice”
 - Our therapists are not contracted individually
- You will get the most accurate information by calling the number on the back of your card and speaking to a representative.

While our billing department will do our best to verify your coverages around the time of your appointment, it is not a guarantee of payment or of accuracy.

There could be circumstances when your plan will pay out at a different rate than originally expected. Ultimately it is your responsibility to understand your plan, and work out any discrepancies with your insurance carrier.

The client is responsible for verifying with their insurance carrier to determine benefits prior to receiving services. The client assumes all financial responsibility for services received at Family Strategies & Coaching.

If you have any further questions, you may call or email Jeni in the billing department.

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(480) 668-8301 ext 99