



Insurance Questions

Vestibular Therapy Specialists is contracted with some, but not all insurances. If your insurance is not Medicare B, Premera and Premera Medicare Advantage, Regence and Regence Medicare Advantage, Pacific Source (not Community Solutions) or First Choice Health (Kaiser PPO), we are an “out-of-network provider” for you. Per your request, we can provide you with a Superbill (itemized cost list) once your session invoice is paid in full to submit for reimbursement to your insurance company.

- We offer direct payment options to those paying cash: \$225 initial session; \$180 for follow-up sessions.
- We accept Health Savings Accounts (HSA) or Flexible Spending Accounts (FSA)
- We are contracted with Medicare Part B, Regence, First Choice Health, Premera and Pacific Source

You can submit claims to your insurance for potential reimbursement. Along with the Superbill you may need a few other items to send in, so see suggestions to ask your insurance company below to ensure you receive reimbursement:

GET STARTED: Call the number on the back of your insurance card (usually titled member services) and select the option to speak with a customer service representative

Ask the following questions (you may already know some of these answers or not all questions may apply to you):

- What are my physical therapy benefits?
- **Common codes used: 97162; 97530; 97112**
- What is my out of network percentage of coverage?
- Will telehealth services be covered?
- Do I have a deductible? *If yes, how much is it?*
- How much of the deductible has been met this year?
- Do I need a written referral from a doctor? Does the referral need to come from my primary care doctor? *If yes, call your MD to have a referral sent to you so you have a copy you can submit with the appropriate forms.*
- Do I need authorization on file prior to starting physical therapy? If yes, is authorization on file already?
- Is there a special form I need to be reimbursed? If yes, where is the form?
- To what mailing address should the form be sent?

NOTE: Please communicate with us if finances are an issue, we do not want this to be the reason you do not receive our vestibular therapy services. We can work together. Contact us if you have any questions:

- info@vestibularspecialists.com • 206-672-0145 (Seattle Clinic) • 541-639-4598 (Bend Clinic)