



Out-of-Network Reimbursement

Every insurance company has different policies. Therefore, it's best to call your individual insurance company to:

- Obtain your plan benefits.
- Determine the process for filing out-of-network services.
- Ask how to submit a claim for reimbursement for the services you've already paid for with a superbill.

1. Call the phone number for "Members" or "Members Services" on the back of your healthcare insurance card.

2. Tell the representative you want to verify out-of-network speech therapy coverage and verify how to submit a Superbill.

3. Have the following information ready and available in the event the representative needs it:

- Insured's name:
- Patient's name:
- Insurance Member ID:
- Policy/group number:
- Provider: Chloe Gagna MS, CCC-SLP Sunflower Speech Kansas, LLC
- State License: KS-4961
- ASHA Certification: 14309732
- NPI Number: 1740982438

4. Ask the representative the following questions, if applicable:

- What is my coverage for Speech Therapy benefits?
- Do I need pre-authorization for Speech Therapy? If so, how do I obtain it?
- Can I submit a Superbill?
- What is the process for filing a claim after I have a Superbill for services?
- What additional forms do I need to submit when filing my claim?
- Where can I find the forms on your website? Can you email me a copy?
- Can I file my claim online or do I need to mail/fax it to you?
- Do I need to file my claim within a certain amount of time after the service date?
- How long does it take to process my claim?
- Can I appeal if a claim is denied?