

Dr. Christine Hoffmann

Helpful Hints for Filing Insurance Claims

To our new patients,

We are pleased that you have decided to take your power back and put your health into your own hands. This office works hard to help you achieve an optimal level of health. In order for us to do this, we have to focus 100% on your needs as our patient. Unfortunately most insurance companies do not help us to do this because they are more interested in making money than in your health, so we have taken the third party out of the equation.

Although we do not bill your insurance directly, we want to help you get the reimbursement you deserve from your insurance company. In order to get reimbursed, you must have the following kind of insurance; PPO insurance, which allows you to go out of the network of doctors they have chosen for you. You will not receive payment if you belong to a HMO plan or Medicare. If you do have a PPO plan, we have provided the following simple instructions to help you get your claims paid.

- 1. Call your insurance company to obtain their designated claim forms and to verify their claim's address. Fill out the claim form according to your insurance company's directions. To make it easier on you in the future, you may fill out the form, but do not date it, and make many copies. You can then fill in the date as you use them.**
- 2. Obtain the completed superbill (Attending Doctor's Statement) from Dr. Christine Hoffmann at the time of each visit. The superbill lists codes, procedures, and the diagnosis each time you are treated. It also has the amount paid by you at the time of your visit. Although this is the amount owed to you by your insurance company, it is up to them as to how much they will reimburse you.**
- 3. Attach the completed form to the appropriate superbill. Claims may be sent in individually or several at a time.**
- 4. Mail in the claim form and the attached superbill to your insurance provider's address.**
- 5. Your personal reimbursement is then determined and paid directly to you by your insurance company.**
- 6. All insurance payments are handled directly between you and the insurance provider. Dr. Hoffmann cannot accept responsibility for negotiating a disputed claim or for collections on your claim.**
- 7. If they do not pay you in two weeks, call, and only talk to a supervisor about your payment. Keep copies of all the paperwork submitted.**