



## OVERVIEW OF SERVICE PROVISIONS FOR INSURANCE SUPPORT

- Carruth/Parish does not guarantee coverage and/or the ability to gain coverage of services. We are a fee-for-service facility and families are responsible for all payments.
  - o Description of benefits are very confusing and often hard to 'nail down' so we encourage you to count on nothing & hope for everything.
- Insurance requests by the company and families are addressed in the order they are received. Insurance support is timely. We ask for patience and cooperation as we provide support.
- HCFA Forms will not be issued if outstanding balances exist. HCFA forms reflect service rendered and payment as received.
- There is a \$5.00 fee to re-create lost forms. Requests for forms beyond two months of the service's provision will also incur a \$5.00 per form fee.
- Carruth/Parish cannot accept payment from insurance companies. This creates an accounting error as it would reflect double payment. All checks issued to Carruth/Parish are returned to the insurance company with a request to issue payment to the family. We do notify the families when this occurs.
- Request for forms during tax season requires two week's notice and may incur the \$5.00 per form fee. We must receive these requests with at least two weeks to create the forms. PLEASE speak with your accountant to determine what 'evidence' is truly necessary for tax purposes – it is most often not a HCFA.
- Letters of support for Flex Dependent Day Care and/or Medical Flex Spending may be requested. They will be addressed in the order they are received.
- Diagnostic codes are determined by the clinicians. Other professionals' diagnostic codes will be taken under clinical review /consideration; however, the acting clinician will make the final determination of coding. Codes must fall within the boundaries of the clinician's scope of practice & licensures.
- Therapy codes may not be altered. Codes are specifically designated and can be reviewed through a search of the American Medical Association's website.

- Medical Necessity can only be established with substantiated evidence/documentation from licensed professionals and/or medical intervention. Carruth/Parish reserves the right to decline providing support as medically necessary based upon their clinical judgment and licensure laws.
- Carruth/Parish reserves the right to determine to what extent support can be rendered as well as the right to cease support.