



# BY YOUR SIDE

An Autism Language Center

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## INSURANCE Questions

**BY YOUR SIDE** accepts insurance as payment for the services that we provide. Presently, we are contracted with the following providers:

<b>Blue Cross/Blue Shield</b>	<b>United Health</b>	<b>Tri-Care</b>
<b>Humana</b>	<b>Aetna (in process)</b>	<b>Medicare</b>
<b>Cigna</b>	<b>Medicaid</b>	

We recognize the challenges parents face when dealing with insurance providers looking to secure the best possible coverage for their child who has been diagnosed with autism.

We know that conversations with insurance companies often leave parents confused, frustrated and sometimes hopeless as understanding what a family is and is not eligible for becomes a lengthy and exhausting process for the parent.

At **BY YOUR SIDE**, we are committed in providing the support/assistance that is needed to know what to expect from your insurance provider. We will help you navigate through your policy so that you receive the maximum coverage you are eligible to receive.

*Some of the areas we will help you include:*

- All billing is filed by BYS on behalf of the customer.
- We work with parents to understand their policy, such as key benefits and eligibility.
- We confirm our understanding of the policy with the client's understanding of their policy so we can work together to understand eligibility and benefits.
- BYS secures pre-certification of services (when applicable) and any required follow up for approval.
- BYS will provide any necessary therapy reports if requested by insurance provider.
- BYS will file, on behalf of client, any appeals on rejections to claims.
- BYS works in collaborative manner with parents to help any and all issues related to delays and/or rejection of claims.

At **BY YOUR SIDE**, we believe that the parents have enough issues to worry about without having to focus on insurance provider navigation. Although, it is ultimately the responsibility of the client to completely understand their own benefits and eligibility, we are here to help you.