



## INSURANCE FACT SHEET

### To ensure prompt correspondence from insurance companies, clients should:

- Provide correct address for filing mental health out-of-network claims to 3-C Family Services
- Call their insurance company to setup precertification or preauthorization for services
- Inform the Billing and Insurance Coordinator on the status of claims, both problems and successes, in a timely manner
- Keep up with the number of visits their insurance authorizes

### 3-C Family Services is out-of-network, but as a courtesy to our clients we will:

- Correctly input the Client's insurance information into our system
- Provide a **one-time** courtesy file to the primary insurance company within 3 business days of each date of service

### Resources:

- 1-800 number on the back of your insurance card
- Billing and Insurance Coordinator: Ashley Kenney
  - [kenney@3cfs.com](mailto:kenney@3cfs.com)
  - 919.677.0101 ext. 513
- Commonly used procedure (CPT) codes:
  - 90801: Initial Intake Evaluation
  - 90806: Individual or Family Therapy Session, lasting 45-60 minutes
  - 90805: Medication Management, lasting 20-30 minutes
  - 90807: Medication Management, lasting 45-60 minutes
  - 90853: Group Therapy

**Please note that group sessions will not be covered by Horizon Health's EAP authorization numbers.**

*Per the Health Insurance Portability and Accountability Act (HIPAA) this information is strictly confidential.*

