

Welcome.

Thank you for choosing the Chinese Acupuncture and Herbology Clinic for your health care needs. While acupuncture treatment and its benefits continues to become more integrated into the mainstream healthcare system, insurance companies in North Carolina are not yet required to cover its cost. Our clinic does not file claims with personal health insurance plans, but we can provide you with copies of your invoices, which should contain all the information your insurance company needs. We may be able to file for personal injury claims and worker compensation. To help you speak with your insurance company in a way that might lead to coverage, we've provided the following checklist of questions that should be asked.

Checklist

- ◆ *Does my plan cover acupuncture?*
- ◆ *Does my insurance cover these treatment codes:*
 - 97810 – proc: acupuncture*
 - 97811 – acupuncture additional*
- ◆ *What is the annual acupuncture benefit (dollar amount or number of treatments)?*
- ◆ *Does my plan require that an MD perform the acupuncture?*
- ◆ *Does my plan cover acupuncture for the treatment of (refer to your condition)?*
- ◆ *Does my plan require a referral from a Primary Care Physician (PCP)?*
- ◆ *Does my plan require pre-authorization before treatment?*
- ◆ *Does my plan require re-authorization after a specific number of treatments?*
- ◆ *What is the phone number, fax number or address that I should send reports, authorization requests and claims to?*
- ◆ *Is there an applicable deductible amount that has yet to be met? What is that amount?*

Name of representative spoken to: _____

We also wish to support our patients whose insurance providers have not awarded coverage and do not recognize acupuncture as part of a benefits plan. As it is a political issue, we recommend that you write your insurance company and the State Insurance Commissioner to ask why North Carolina insurance companies are not required to cover such beneficial health services. This may encourage new discussions on acupuncture coverage. You might also wish to write your state representative and request support for insurance coverage of acupuncture services by Licensed Acupuncturists.

It is our sincere wish that you gain as much coverage as possible. If you have any questions or concerns, please contact us at 828-258-9016 or by e-mail at info@chineseacupuncture-wnc.com.

The staff of the Chinese Acupuncture and Herbology Clinic

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