

## Questions to ask your Medica Service Representative Nutrition Counseling/Medical Nutrition Therapy with a Specialist (dietitian)

These questions are provided as a courtesy to help you determine if nutrition counseling may be covered by your insurance provider. Having these questions addressed by your insurance provider's member services does not guarantee coverage. In addition, you are **required to obtain a doctor's order prior to your appointment**. Check the second page for more information on that process.

### In Person Appointments

**Does my insurance plan cover nutrition counseling/medical nutritional therapy?**  Yes  No

You may need to provide the following information.

- 97802 - Procedure code for an in-person initial nutrition counseling appointment
- 97803 - Procedure code for an in-person follow-up nutrition counseling appointment

### Virtual or Video Visit Appointments

**Does my insurance cover virtual visit appointments?**  Yes  No

- 97802-(95) - Procedure code for a virtual visit initial nutrition counseling appointment
- 97803-(95) - Procedure code for a virtual visit follow-up nutrition counseling appointment  
[95 indicates virtual visit]

**Does my insurance plan cover virtual visits, if I live in a state other than Minnesota?**  Yes  No

- Some policies/plans required that the client and nutritionist live in the same state.
- Be sure to tell the service representative.
  - Nutritional Weight and Wellness, Inc. is in the state of Minnesota.
  - I live in the state of \_\_\_\_\_

### All Appointments

**Are Dietitians at Nutritional Weight & Wellness, Inc. In-Network with my plan?**  Yes  No

You may need to provide the following information

- 1700024890 - NPI (National Provider Identifier) for Nutritional Weight and Wellness, Inc.
- 41-1998969 - Tax ID for Nutritional Weight and Wellness, Inc

**Do I have a deductible to meet first?**  Yes  No

If yes, how much? \_\_\_\_\_

- You may e-mail our Insurance Coordinator, [insurance@weightandwellness.com](mailto:insurance@weightandwellness.com) to find out if your plan has preventive services for Medical Nutrition Therapy. Preventive services typically have no out of pocket expenses.

**Do I have any preventative coverage?**  Yes  No

**Will my plan cover nutrition counseling for (your health conditions)?**

List the health conditions that you want to address at a Nutritional Weight & Wellness, Inc. appointment:

\_\_\_\_\_  Yes  No

\_\_\_\_\_  Yes  No

**Do I have a co-pay or co-insurance to see a specialist?**  Yes  No

If yes, how much? \_\_\_\_\_

**Do I have a limited number of visits?**  Yes  No

If yes, how many visits can I have per benefit year? \_\_\_\_\_

**The service representative will give you a reference number Ref. #** \_\_\_\_\_

*We strongly suggest you record the date, time and name of the representative you spoke with and keep a copy of this information for your records.*

## Medica Insurance – Doctor’s Orders Information

Medica requires a Doctor’s Order or sometimes called a Prescription for Service. **We require that the Doctor’s Order is received prior to your first insurance appointment.** Please allow enough time before your appointment to gather that information for your doctor.

### How to obtain a Doctor’s Order

Please call your primary care clinic/doctor and request a Doctor’s Order.

“Doctor’s Orders” may also be called a “Prescription for service”– so you may hear that term used as well.

### Why do you need this?

**All Medica members seeing a Specialist require a doctor’s order.** Dietitians and Nutritionists are specialists.

Medica requires a **medical code**: such as hypertension, high cholesterol, constipation etc. to cover your visit with a dietitian or nutritionist. Dietitians and nutritionists are not able to diagnose clients. We must have a Doctor’s Order which includes a medical diagnosis code from a primary care provider so that we may file a claim to Medica.

We are a private clinic and our Dietitians, Nutritionists and staff do not have access to your electronic health records where you see your primary care provider.

You will need to request that your clinic send us the required medical diagnosis codes using a Doctor’s Order via FAX. (Fax # 651-305-0183)

### What needs to be on the Dr’s Order?

- Doctor’s first and last name
- Doctor’s NPI number
- Patient’s first and last name
- Patient’s address
- Patient’s birthdate
- Patient’s diagnosis and ICD-10 code \*\*\*\* **NOTE: Medica Insurance has not been allowing the dietary counseling and surveillance code of Z71.3.**

### Then What?

Have your clinic **Fax** the Doctor’s Order to:

Nutritional Weight and Wellness, Inc.

Fax: **651-305-0183**

ATTN: Insurance Department

If it would be helpful, please forward this information to your clinic or print & send it to your doctor.