



## Questions to ask your United Healthcare 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 may be **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? \_\_\_\_\_

- Your UHC plan may have preventive services for Nutrition Therapy. Preventive services typically have no out of pocket expenses.

**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.*



## United Healthcare – Doctor’s Orders Information

United Healthcare may require a Doctor’s Order or sometimes called a Prescription for Service for most visits. (Exception - if you are considered overweight or obese a Doctor’s Order is not needed.) **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 from your doctor.

NOTE: UHC may have a preventive benefit for some Nutrition Therapy clients; but you must meet the overweight/obese criteria to access the preventive benefit.

\*\*\*If you do NOT fall in the overweight or obese category – we must have a Doctor’s Order in order to bill for your visit.

### **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?**

**Many United Healthcare members seeing a Specialist require a doctor’s order.** Dietitians and Nutritionists are specialists.

United Healthcare 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 United Healthcare.

You may contact your member services for more information on preventive benefits with your plan.

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 Doctor’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

### **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 email to your clinic or print & send it to your doctor.