

GUIDE TO CALLING HEALTH INSURANCE REGARDING MEDICAL BENEFITS

You will need to gather the following information prior to calling your insurance company:

Information about you:

1. Your Social Security number.
2. From your insurance card:
 - Policy number or member ID: _____
 - Member/Customer Service phone number: _____

Information about Watkins Health Services:

1. Facility NPI Number: **1942357413**
2. Federal Tax ID Number: **481046038**
3. Facility address: **1200 Schwegler Dr. Lawrence KS 66045**

Description of procedure or service:

Medical billing codes for procedure or service:

Prior to speaking with Customer Service, you will enter basic information about yourself and your plan into an automated system. When prompted, select medical benefits as the reason for your call. Once you're connected with Customer Service, ask the following questions. Be sure to write down the answers:

1. Representative or customer service agent's name: _____
2. Is the service/procedure a covered benefit? _____

3. Is the service/procedure considered preventative? _____
4. Does a co-pay apply? _____
5. Does a deductible apply? _____
6. If so, how much is your deductible and how much of the deductible has been met? _____
7. Is Watkins Health Services considered in-network? _____
8. Is this a covered service/procedure if performed at Watkins Health Services? _____
9. Ask for a Reference Number for your call: _____
10. Date and time of your call: _____
11. Additional notes: _____

If questions remain after contacting your insurance company, bring this completed form to Watkins Health Services Business Office for assistance.