

## **Payment and Insurance information:**

We are in-network (INN)with the following:

- Anthem
- Anthem BCBS
- Blue Cross
- Blue Shield
- Caresource (Commercial)
- Encore
- Optum
- SIHO (Southeastern Health Organization)

Tricare/Humana (Approved Provider yet considered out of network)

We do not accept any form of Medicare/Medicaid/HIP at this time.

As of January 2022, we will no longer be INN with Anthem/BCBS

We accept self pay(out of pocket) and commercial insurance.

**You may yet use your insurance benefits-out of network(ONN).**

**ONN is for insurance plans that we are not "in network" with, yet they may yet reimburse for services.**

If you have insurance that we do not take, we will provide you with a Bill/Invoice. You can submit this to your insurance company to ask for direct reimbursement of services rendered.

## **Questions to ask your insurance company?**

When using insurance, please contact your insurance company with the following questions before setting up an appointment, as information is not always available to providers:

- What are my mental health benefits?
- Do I have a deductible?/ Have I met my deductible?
- How much is my co-pay?
- How many visits are allowed?
- Is approval required from my primary care physician/family doctor?
- Is Theresa White (LMHC) or In Time Creative Counseling Services in network with you?
- What is the procedure for working with an out of network provider?