

CHILD & ADULT PSYCHIATRISTS OF THE PENINSULA
1650 Borel Place, Suite 208
San Mateo, CA 94402

FILING AN INSURANCE CLAIM

It is the policy of CAPP not to file insurance claims unless required to do so by contractual agreement with the insurance company. This guideline sheet is provided for your convenience.

- Contact your insurance company or employer and request instructions or paperwork needed to file your own claim.
- If a form is furnished, complete all portions pertaining to the patient. Separate claim forms are required for each patient if more than one family member is being treated at CAPP.
- If the form requires completion by your therapist, forward the form to the CAPP business office. Your therapist will complete his/her portion and we will mail it back with your next bill.
- Upon receipt of the claim form, make a number of photocopies, to use when filing claims for subsequent sessions.
- On a monthly basis, we mail two copies of our bill – one to keep for your records; the other to use for claim filing or other purposes. NOTE: Insurance carriers will not accept cancelled check copies, bank card receipts or non-itemized “Balance Due” bills. The itemized data we provide on your bill is required to process the claim.
- For the *first* claim, attach a copy of our bill to the *original* completed claim form and mail it to your insurance carrier at the address listed on your ID card. For subsequent claims, use the supply of photocopied claim forms you’ve made – simply attach our itemized bill to it and mail. Write the Policyholder’s name, insurance ID number and group name/number on the face of each bill, in case the paperwork gets separated.
- Because you are paying us in full, instruct them to pay benefits directly to you.
- We encourage you to send claims in a timely manner.
- If you have coverage with more than one insurance company, you must receive the Explanation of Benefits from your primary insurance carrier, then attach a clear copy of that document to the claim to the secondary carrier.
- If you have Medicare, and your therapist has “opted out” of the Medicare program, we do not send claims. Contact your supplementary insurance carrier, inform them of your therapist’s Medicare Opt-Out situation and get instructions on filing claims.
- For claims processing or benefit questions, contact your insurance carrier at the toll free number listed on your ID card.
- To find out if your claim has been paid/considered, contact the insurance carrier to “check the status of a claim.” Refer to your insurance card for identification details.

We encourage you to keep copies of all statements and forms. As stated in the CAPP Financial Responsibility Agreement, there may be a charge when requesting copies of statements -- \$5.00 for monthly statement and \$25.00 for statements covering more than a one month period.