

1. Call the phone number listed on the back of your insurance card (typically listed as “Customer Service”).
2. You will need the following information:
  - Our group information:
    - o Group Name: Lifestyle Nutrition WNY, PLLC
    - o Group Tax ID: 813300091
    - o Group NPI:
    - o Individual NPI – Lindsay Gillon:
    - o Individual NPI – Melissa Verdi:
  - Diagnosis code(s):
    - o These will be listed in your medical record (call your doctor’s office if you are not sure) and are the reason you are being seen (for example: E11.22 – Type 2 diabetes with chronic kidney disease)
    - o If you do not have a diagnosis code from your doctor you can ask your insurance about the preventive code Z71.3 (Dietary counseling and surveillance)
3. Questions to ask:
  - Is this provider considered “in-network” with my plan? \_\_\_\_\_
  - Do I have coverage for the following CPT codes:
    - o 97802/97803 (Medical Nutrition Therapy, initial visit/follow up visit) \_\_\_\_\_
  - If you do not have coverage for Medical Nutrition Therapy, and you have a diagnosis of diabetes, ask if you have coverage for:
    - o G0108 (Diabetes Self-management Training) \_\_\_\_\_
  - Is this covered under Preventive or Medical? \_\_\_\_\_
  - Is there a limit to the number of visits? \_\_\_\_\_
  - Do I have a copay or coinsurance? \_\_\_\_\_
  - Are there any other limitations or exclusions? \_\_\_\_\_
  - Do I have coverage for Telehealth visits? \_\_\_\_\_
4. Ask for a name and reference number for your call: \_\_\_\_\_  
\_\_\_\_\_