Dear Client,

We will always make every effort to obtain the needed eligibility, benefits and claims information with regard to services you receive at Lighthouse Counseling Center. Sometimes, depending on the insurance company, we are not able to obtain all the information we need. In some cases we might need to ask for your help, by calling your own insurance company to obtain information.

Below is a general guideline to make working together as easy as possible.
Thank you in advance for your help!

1. Have your insurance card ready. Call the "Member Services" or "Customer Service" number, which can usually be found right on the card.

2. You might be asked for your Member ID Number, Date of Birth and possibly other personal demographic information.

3. You might be asked for information about the **provider of services**. Here is some basic information that might be needed:
    - The provider's **Tax ID Number is 85-0717906**
    - The providers' **NPI numbers** are:
        - David – 1912455254
        - Ananya – 1811531627
        - Imelda – 1710476437

4. Some information you might want to ask about includes:
    - How much of my **Annual Deductible** has been met?
    - How much of my **Individual Out-Of-Pocket** has been met?
    - Is there a limit to how many **Out Patient Counseling sessions** will be covered?
    - How much will insurance cover and how much will be my responsibility?
    - How much is my **Specialist Office Visit Copayment**?
    - Will I need to get any kind of **prior approval** or a **referral form** before I can have my counseling sessions?

Thank you for being a partner with us! Your health is our priority.