

Trinity Center, Inc.
Checking Your Insurance Benefits

This worksheet is intended to provide some assistance to you in determining your specific coverage. Please share any information you receive from your insurance company with Trinity Center to ensure accurate billing.

Trinity Center is **in-network** for most Blue Cross Blue Shield plans (excludes Blue Value and BlueLocal) and Carolina Behavioral Health Alliance (CBHA). **NOTE:** If you are an employee of Wake Forest University or Wake Forest Baptist Health, your mental health benefits are handled by CBHA.

Trinity Center is considered a **non-network certified provider** with Tricare (counseling only). This means that we can file with Tricare and they will cover some costs, but not as much as services provided by a Tricare network member.

It is important to remember that insurance companies do not guarantee that the information you receive from their customer service or their website is accurate. Coverage is only determined once a claim has been reviewed by their claims department, which may take 4-6 weeks once the claim has been filed.

Contact your insurance company at the customer service number for behavioral or mental health (usually found on the back of your insurance card). When you contact customer service let them know you are calling to determine your **mental health benefits** and that appointments at Trinity Center are considered **outpatient office visits**.

Helpful info before you call. Provider: Trinity Center, Inc Tax ID: 56-1337065 NPI: 1700892478

Specific CPT Codes: 90791 – Psychotherapy Intake (First Counseling Session)
90837 – Psychotherapy, 60 minutes (Typical Counseling Session at Trinity Center)
90847 – Couples Psychotherapy
96130, 96136 – Psychoeducational Testing

Questions to ask:

- 1. Is Trinity Center an in-network provider with my plan? _____
- 2. Does my plan cover telehealth as well as in-person visits? _____
- 3. Does my plan have a deductible or a copay? _____
 - a. If copay, what is copay for each visit? _____
 - b. If deductible, how much is deductible? _____
 - i. How much of deductible has been met? _____
 - ii. What is my coinsurance once deductible is met? _____
 - iii. What date does my deductible renew? _____
- 4. Is there a limit to the number of sessions covered per year? _____
 - a. If yes, what is the session limit? _____
- 5. Do these services require pre-authorization? _____
 - a. If services require authorization, you may be able to get an authorization number right away from the customer service representative. If not, please let Trinity Center know so that we can help you obtain the necessary authorization.
 - b. Authorization number: _____

Please do not hesitate to contact Trinity Center for additional information or assistance.