

Using Your Out-of-Network Benefits

Resilience Psychiatry is an out-of-network practice. You pay the practice directly at the time of your visit, and you receive a superbill: an itemized receipt you can send to your insurer for possible reimbursement. This guide covers the steps and the questions to ask your plan before you book.

Payment

Due at the time of service, unless the office gives you other written instructions.

Superbill

Provided after each visit.

Accepted

Checks, Zelle, credit and debit cards, HSA and FSA cards.

Telepsychiatry

Billed at the same rate as in-person visits.

How it works

1

Call your insurer

Use the six questions on the next page to learn what your plan may reimburse.

2

Pay at your visit

Payment is made directly to the practice at the time of service.

3

Receive your superbill

You get an itemized receipt after each visit.

4

Submit it to your plan

Send the superbill where your insurer tells you. Reimbursement depends on your plan.

Six questions to ask your insurer

- [ ] Does my plan include out-of-network mental health benefits?
- [ ] What percentage of a psychiatric visit may be reimbursed?
- [ ] Do I need to meet an out-of-network deductible first?
- [ ] Is preauthorization required for reimbursement?
- [ ] Is telepsychiatry reimbursed differently from in-person visits?
- [ ] Where do I submit superbills or itemized receipts?

Notes from your call

Date and representative

Reference number

Out-of-network deductible

Reimbursement percentage

Preauthorization needed?

Where to send superbills

Good Faith Estimate

- If you are uninsured or paying yourself, you can request a **written estimate** of expected charges before scheduling or before receiving care.
- Call (631) 371-4844 or contact the office to request one.
- Keep a copy of the estimate for your records.

Good to know

- Your insurer decides your actual benefits and reimbursement. The office can answer billing questions.
- Reimbursement can depend on your deductible, benefit structure, preauthorization rules and claim requirements.
- For current rates, call the office or send a routine message through the contact page.

Need urgent help? Resilience Psychiatry is not an emergency service. If you are in crisis, call or text 988. In an emergency, call 911.

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Book online through Zocdoc · **Call** (631) 371-4844 · **Visit** 46 NY-25A, Suite 4, East Setauket, NY 11733

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