



BY YOUR SIDE

An Autism Language Center

Insurance - FAQ

BY YOUR SIDE accepts insurance as payment for the services that we provide. Presently, we are contracted with the following providers:

Blue Cross/Blue Shield	United Health	Tri-Care
Humana	Aetna (in process)	Medicare
Cigna	Medicaid	

We recognize the challenges parents face when dealing with insurance providers looking to secure the best possible coverage for their child who has been diagnosed with autism. We know that conversations with insurance companies often leave parents confused, frustrated and sometimes hopeless as understanding what a family is and is not eligible for becomes a lengthy and exhausting process for the parent.

At **BY YOUR SIDE**, we are committed in providing the support/assistance that is needed to know what to expect from your insurance provider. We will help you navigate through your policy so that you receive the maximum coverage you are eligible to receive.

Some of the areas we will help you include:

- All billing is filed by **BYS** on behalf of the client.
- We work with our clients to understand their policy, such as key benefits and eligibility.
- We confirm our understanding of the policy with the client's understanding of their policy so we can work together to understand eligibility and benefits.
- **BYS** secures pre-certification of services (when applicable) and any required follow up for approval.
- **BYS** will provide any necessary therapy reports if requested by insurance provider.
- **BYS** will file, on behalf of client, any appeals on rejections to claims.
- **BYS** works in collaborative manner with parents to help resolve any and all issues related to delays and/or rejection of claims.

At **BY YOUR SIDE**, we believe that the parents have enough issues to worry about without having to focus on insurance provider navigation. Although, it is ultimately the responsibility of the client to completely understand their own benefits and eligibility, we are here to help you.