

WHAT TO ASK THE PLAN WHEN....

You Have Given Up Your Office:

- For in-network therapists:**
 - a. What should I be putting as my "Service Location" (Box 32) on the CMS-1500 claim form?
 - b. What about Billing Address? Is a P.O. Box acceptable?
 - c. How will I be listed in the plan provider directory? (If using a home address with the plan, ensure it is suppressed)
- For out-of-network therapists,** is a P.O. Box acceptable on statements?
- If using your home address** for an office address, can a client see my address on the Explanation of Benefits that comes to them?

You Are Moving Out of State:

- Will I be allowed to stay on the provider panel, and see members in THIS state if I move out of state?
- Must I be licensed in both states, or just in the state where the member is at the time of the session?
- Must I be credentialed in both states?
- Must I keep an office address and/or billing address in THIS state?
- For network therapists:** Is it OK to use my new out-of-state address on insurance claims for Service Location (Box 32 on CMS-1500 Claim form) and for billing address (Box 33)?
- For out-of-network therapists:** Is it OK to use my new out-of-state address on statements/superbills?
- Is there a change in where I should send the bill for services (ex. must I bill the local plan where I'm located, or continue to bill the plan where the client is located?)

The Client Has Left Your Home State

- Will I be allowed to see this client when s/he is not in the state?
- Must I be licensed in both states, or just in the state where the member is at the time of the session?
- Must I be credentialed in both states?
- Is there a change in who I should bill for services (i.e. must I bill the local plan where the client is located?)