

Educating Your Insurance Company

Dr. Moore's National Provider ID (NPI) is 1629132345

There seems to be a great deal of misunderstanding among insurance administrators as to what DO's are and how their treatment should be covered. The following information is provided to assist you in understanding for yourself, and in communicating with your insurance provider.

Osteopathic Physicians (DOs) receive the same training and licensing as allopathic physicians (MDs). They have the same medical responsibilities and privileges (e.g., writing prescriptions for lab work and pharmaceuticals). Both MDs and DOs receive training in many different areas of medicine and may specialize in a particular field (pediatrics, gynecology, internal medicine, etc.).

Additionally, DOs are trained in Osteopathic Manipulative Treatment (OMT) for the hands-on diagnosis, treatment, and prevention of illness and injury. All DOs receive training in OMT. Not all DO's, however, choose to use OMT as a primary method in their practice. Dr. Moore uses OMT in virtually every treatment. In effect, Dr. Moore specializes in OMT, just as another doctor – MD or DO – may specialize in cardiology

Many insurance plans require you to see an “in-network” or “participating” doctor in order to receive the highest level of reimbursement. If there is not an in-network doctor who provides the care (specialty) you need/desire within a certain distance (commonly 60-100 miles), they may reimburse you at the higher in-network rate for services provided by an out-of-network or non-participating doctor.

Dr. Moore does not “participate” with any insurance plan. While there are a few other D.O.s in the area, none of them specialize in OMT. For this reason, you may be able to receive a higher tier reimbursement for Dr. Moore's services.

Regarding Purchases: Purchases of nutritional supplements, balls, educational materials, etc. are generally not reimbursed by insurance. To expedite your reimbursement, we recommend you cross out the lines for purchases and sales tax before submitting your receipt for reimbursement. This will prevent questions which may delay your reimbursement.

Anthem Blue Cross Subscribers Only: Dr. Moore's non-participating provider ID is 180831.

Medicare Subscribers Only: You will pay Dr. Moore after your visit and we will file with Medicare for Medicare to reimburse you. **If you have a secondary insurance**, you need to call them (the phone number is usually found on the back of your secondary insurance card) to ensure you are set up for “crossover.” This tells Medicare to forward your claim on to your secondary insurance and it will speed your reimbursement.

If you have a **Medicare Replacement** policy, call them and find out the quickest way to receive your reimbursement. While we are required to submit claims to Medicare for your reimbursement, I have been told that Medicare replacement plans fall under different rules. Some plans require you to submit your receipt for reimbursement; if we submit a claim they will pay us and won't pay you until we return the check as voided (even if we submit the claim with a request to “pay patient”). Some plans will not reimburse you under any circumstances.