



Due to recent changes in insurance company policies, we are making this strong recommendation. Often Mental Health benefits are different than your medical benefits. The majority of patients DO need pre authorization for their visits. We urge you to contact your insurance company and make sure you know your benefits. Make sure you read and understand your Explanation of Benefits you receive in the mail. We call your insurance company as a *courtesy*, however:

ULTIMATELY, IT IS YOUR RESPONSIBILITY TO UNDERSTAND YOUR BENEFITS AND YOUR RESPONSIBILITY FOR PAYMENT OF SERVICES RENDERED.

Many times we have gotten the wrong quotes for benefits from the insurance company when we have called them. We are only passing on the information they give to us. Sometimes, we can get different quotes by talking to two different people. This is not our fault...it is your insurance company's fault. Therefore, we urge you to get involved in the process, understand, and know your deductible and benefits. Our staff is more than happy to help you with any questions you may have. Please don't hesitate to ask.

Thank you.

CASI STAFF

Initial

Date