

Call Center Support for Insurance Questions/Concerns



What a caller might say	Support available on Cover My Mental Health
<p>“I’m trying to get an appointment with a psychiatrist [or other provider] and there’s no one available in our network.”</p>	<ul style="list-style-type: none"> • There is a website that has a worksheet for you to document your unsuccessful search for a provider. It is a great way to “show your homework” when you ask your insurer to help you get an appointment. • The website is called Cover My Mental Health (www.covermymentalhealth.org) • In addition to no-cost downloadable resources, The site will also give you guidance about how to talk with your insurer to get this issue solved.
<p>“Our insurer keeps denying our claims, saying that the treatment is not medically necessary.”</p>	<ul style="list-style-type: none"> • It is important for your psychiatrist [or other provider] to document that your care is in fact medically necessary. • There is a website that has a no-cost, downloadable template letter to document their expertise regarding your medically necessary care. • The website is called Cover My Mental Health (www.covermymentalhealth.org). • The site will also give you guidance about how to talk with your insurer to get this issue solved.
<p>“I need help preparing an appeal to my health insurer.”</p>	<ul style="list-style-type: none"> • Appeals may be the right step, though you should be aware of other steps you can take first. It is important to know that appeals are a legal step and that there are resources to help you. • There is a website that has no-cost guidance about appeals, though also about actions available to take BEFORE an appeal, including filing complaints (which are not appeals), working with state or federal regulators, and requesting help from elected officials as part of “constituent services”. • The website is called Cover My Mental Health (www.covermymentalhealth.org).
<p>“My health insurer keeps getting in the way of our care and I don’t know what to do.”</p>	<ul style="list-style-type: none"> • There is a website that has a wide range of no-cost, downloadable resources to help you advocate for yourself with your insurer. • The website is called Cover My Mental Health (www.covermymentalhealth.org).