

How We Bill

Dr. Sneed practices, and bills, as a specialist in Osteopathic Manipulation (also known as Neuromusculoskeletal Medicine). This is a very small specialty within the field of medicine, and very few Osteopathic Specialists take insurance. This means that most insurance companies that Dr. Sneed is contracted with as an in-network provider don't actually have a specific "box" to put him in (they simply don't have one for Osteopathic Manipulation). Because Dr. Sneed is also board-certified in Family Practice Medicine from his dual residency, they have elected to place him as a sub-specialty within the field of Family Practice Medicine. When you are determining the coverage your insurance company may provide for your appointments with Dr. Sneed, you will want to **look at the specialist coverage**.

What does that mean for you? It means that, while Dr. Sneed may appear on an insurance company's list of Family Practice physicians, **he does not practice as a Family Practice Physician** – he is still practicing as a Specialist in Osteopathic Medicine. **His billing is treated, by the insurance company, as a specialist. If you have an HMO plan, you will still need a referral from your insurance company for your appointments with Dr. Sneed to be covered.**

Dr. Sneed uses the following range of codes for his billing:

- **99202-99205:** These are the office visit code for **New Patient Appointments**, and are only used for your initial visit. Dr. Sneed will use one code within this range, within the guidelines set out by the Department of Health and Human Services.
- **99212-99215:** These are the office visit codes for **Established (Returning) Patient Appointments**, and are used for each visit after your initial appointment. Dr. Sneed will use one code within this range, within the guidelines set out by the Department of Health and Human Services.
- **98925-98929:** These are the codes for Osteopathic Manipulation, and are used for every visit with Dr. Sneed in which he performs Osteopathic Manipulation of any variety in your treatment that day. **We use a 25 modifier with this code**, which tells the insurance company that it was done in conjunction with the above office visit codes (not in a separate appointment). Dr. Sneed will use one code within this range, within the guidelines set out by the Department of Health and Human Services.

So why does the Explanation of Benefits (EOB) from my insurance company say he used a Physical Therapy / Chiropractic / Occupational Therapy / Etc. code?? This may happen because, as we mentioned above, Osteopathic Manipulation is such a rare specialty that most insurance companies don't have a "box" to check specifically for it in their systems. So, for their convenience, **they may lump our Osteopathic Manipulation codes in with another grouping of "similar" codes**, which is what gets listed on your EOB. This EOB will also list the exact code he used, which you will see will always fall within the range of 98925-98929 – codes which are specific to Osteopathic Manipulation only, and may be used only when an Osteopathic Physician performs Osteopathic Manipulation in the course of your treatment. This is also the reason why, if you have a plan with limitations on Spinal Manipulation/Chiropractic/Physical Therapy/Occupational Therapy/Etc. visits, you will want to call your insurance company to see how they treat Dr. Sneed's Osteopathic Manipulation codes (98925-98929) and if there are limitations on those and if they are in conjunction with any other visits you may have that contracted year to another provider. (*See Visitation Limits on previous page for more info*)

Why does my insurance company say you billed AGAIN for the same appointment? Sometimes the mail is slow. We expect it to take 4-6 weeks for an insurance claim to be processed, but if it takes longer than that we may double-check ourselves by resubmitting the claim. Rest assured that, if this happens, your insurance company will NOT pay it again (they just send us a letter letting us know), and we will NOT bill YOU twice for the same appointment.

What if there's been a mistake made? If you think there's been a mistake made, either by the insurance company or by our billing office (we're all human!), **please give us a call at the office as soon as possible (540-322-5040)**. (If it is an insurance issue, there may be a deadline we have to appeal by.) We are happy to look into it for you, and get you an answer as soon as possible.

What if I can't pay my bill all at once? **Call us immediately (540-322-5040)!** Meg, our office manager, is happy to work with you if you let us know immediately that you need a payment plan to be able to pay your bill in full.