

Benefits Verification Checklist - Nutrition Counseling

I look forward to working together! Let's make sure your appointment is covered through your insurance.

Please follow the instructions below carefully - I suggest having this document on hand when calling your insurance so you can follow the helpful script!

In-network coverage depends on each patient's insurance plan, state, and each provider's enrollment status. I am currently in network with **BCBS PPO, HMO & Medicare, United Healthcare PPO & Medicare, Aetna PPO & Medicare, Anthem Blue Cross HMO & PPO, SCAN Health Plan** and **Primary Medicare**. I will bill your insurance for you, however, you are responsible for knowing and understanding your benefits. Follow the guide below when contacting your insurance.

FIRST: have this important info on hand before you call –

Provider: Kristen Wright – Registered Dietitian

Provider NPI: 1922696194

Organization NPI: 1093602120

Tax ID: 39-2767812

To check your benefits, call the customer/member service number on the back of your insurance card. Here are the questions you need to ask:

1. Is this provider (Kristen Wright) in-network or out-of-network? If out of network, do I have out-of-network benefits?

If I am in network with your plan – any deductible, co-pay, or co-insurance required by your plan will be collected at the time of our visit. The rest of your appointment will be paid to us directly from your insurance company.

If I am out of network with your plan– I can bill your insurance even if you only have out-of-network benefits. The full out-of-pocket cost of the appointment will be collected from you at the time of booking and you will be issued a refund for whatever reimbursement we receive from your insurance company.

2. Are telehealth visits covered?

Ask if telehealth appointments are covered for CPT codes 97802 & 97803. If these codes are not covered, try asking about codes 99401, 99402, 99403, and 99404. Most plans are currently covering telehealth.

3. Does my policy cover preventative nutrition counseling?

Many insurances now cover preventative nutrition counseling appointments at 100%. Ask if your plan covers either ICD-10 Code Z71.3 or Z72.4 for preventative nutrition counseling.

*If **not**, please ask...*

4. Does my policy cover Medical Nutrition Therapy for a specific disease or condition?

See examples below of specific conditions that might be covered.

- N18.31- Stage 3a Chronic Kidney Disease
- N18.32- Stage 3b Chronic Kidney Disease
- N18.4- Stage 4 Chronic Kidney Disease
- N18.5- Stage 5 Chronic Kidney Disease
- E11- Type 2 Diabetes
- E66.9- Obesity, unspecified
- I10- High Blood Pressure (Hypertension)

5. Do I need a referral from my physician?

Yes, a physician referral is required since we operate in the state of California. A physician referral is always required if we will address nutrition for a specific medical condition.

Medicare Patients: All Medicare plans REQUIRE a referral from your physician - this must be an MD or DO; referrals from NPs and PAs are not accepted. Please also note that Medicare ONLY covers nutrition counseling for diabetes, chronic kidney disease, and patients within 36 months of kidney transplant. If you do NOT have any of these three conditions, Medicare will not cover your nutrition counseling appointment.

Please send any physician referrals to me by fax: **951-517-0079**.

6. Does my plan have a limit to the number of visits or units covered per calendar year?

Some plans only allow a certain number of visits with a dietitian. This is important to clarify with your insurance to avoid any surprise charges.

7. Will I have to pay co-insurance, a co-pay, or a deductible first before my nutrition counseling session is covered?

In some cases, nutrition counseling is only covered after a patient has met their deductible. Check with your particular plan for details.

Sometimes insurance representatives misquote benefits. **Please be sure to write down the name of the insurance representative you spoke to and ask for a reference number for the call.**

That's it! Although I will bill the service correctly, to the best of my abilities, I cannot personally guarantee coverage for services, so I strongly encourage you to follow the steps provided to confirm your own benefits. If you need help, please reach out and I'll do what I can to walk you through this process.

I look forward to working with you!

Kristen Wright MS, RD, CSR

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