

OUT-OF-NETWORK BILLING & REIMBURSEMENT



If Family Care Center is out-of-network with your insurance company, you are still able to receive care.

HOW IT WORKS

1

Verification

Contact your insurance provider to confirm your out-of-network benefits, deductible and any referral requirements. Their phone number can be easily found on the back of your insurance card.

Once you make an appointment, our team will try and help you determine your coverage and payment options.

2

Payment

You will pay for your appointment at our self-pay rates, either at the time of your appointment or when you receive your billing invoice.

To see our self-pay rates, visit: fccwellbeing.com/price-transparency.

3

Claim Submission

Out-of-network benefit claims can be processed in a couple of ways:



Our team will do our best to send a “courtesy claim” on your behalf to your insurance company, eliminating your need to file a claim for reimbursement.

OR

If we cannot send a “courtesy claim”, please request an itemized receipt from our billing department and process the claim directly with your insurance company

Need Help?

We want you to focus on getting better and have billing experts to help you through courtesy claims, billing statements & payment option questions.