

INSURANCE AND BILLING

Stepwell Mental Health & Wellness is an out-of-network health care provider with most major insurance companies. Stepwell Mental Health & Wellness does not directly bill insurance companies, but will provide a superbill or invoice with suitable diagnosis and procedure codes required to file a claim for reimbursement of out-of-network services. Stepwell Mental Health & Wellness does not participate in the Medicare provider network and cannot provide bills for Medicare patients.

Health plans vary in terms of specific benefits and coverage provided for out-of-network professional services. If your health care plan provides out-of-network benefits, many insurance companies will reimburse you for all or a portion of services received. If your deductible hasn't been met, claims for services with Stepwell Mental Health & Wellness should apply toward meeting your out of network deductible.

If you're unsure what benefits your insurance provide and would like to use your insurance, we recommend consulting with your insurance provider to assess your out of pocket cost for services. Please remember that you are responsible for all charges incurred.

It is the policy of Stepwell Mental Health & Wellness that payment is due at the time of service unless other financial arrangements are made in advance. Stepwell Mental Health & Wellness accepts cash, checks, credit cards, debit cards and most Health Savings Accounts (HSA cards). When you pay by credit or debit card, you agree to keep the credit card information current, and you authorize Stepwell Mental Health & Wellness to securely store your credit or debit card information.

We welcome you to our practice and thank you for reading our billing and insurance policy.