



## Important Insurance-Related Questions

The world of insurance has become so complicated! We hope this helps you to navigate this aspect of your services and gain an understanding of the specifics of your insurance coverage. Because every insurance plan is different, there are several important questions to ask your insurance company regarding coverage for therapy services:

1. Does my policy/plan provide coverage for occupational, physical and/or speech therapy?
2. Do I have a deductible? Co-payment? Co-insurance? If so, what are my costs?
3. How many sessions/visits will my insurance policy cover? Is there a limit to visits per year?
4. If I need several therapies, will the same number of visits be allowed for each discipline?
5. Are there any exclusions or limitations to therapy coverage?
6. Do I need to obtain authorization for therapy services?
7. \*Optional: Does my policy cover out-of-network therapy services?
8. \*Optional: How do I get reimbursed for out-of-pocket therapy expenses? What do I need to provide the insurance company?

Please note: while our corporation is known as Capitol Area Physical Therapy Associates, Inc, doing business as FYZICAL Therapy & Balance Centers, our registered names with insurance companies may include the following: CAPTA, Southside Rehab, FYZICAL Mid-Michigan.

If you have further questions, please contact Jill at:

### FYZICAL Billing Office

- Jill Shoemaker - Office/Billing Manager (517) 333-8550 • [EastLansing.Billing@fyzical.com](mailto:EastLansing.Billing@fyzical.com)

FYZICAL Delta • 701 Snow Road, Suite A • Lansing, MI 48917 • 517-323-0593  
FYZICAL DeWitt • 12800 Escanaba Drive, Suite 3 • DeWitt, MI 48820 • 517-669-7228  
FYZICAL East Lansing • 830 W. Lake Lansing Road, Suite 190 • E. Lansing, MI 48823 • 517-333-8533

# INSURANCE INFORMATION

Capitol Area Physical Therapy Associates, Inc. (DBA FYZICAL Mid-Michigan) believes that your child should be able to access healthcare when they need it. In addition to providing convenient self-pay options, we accept most major insurances for Physical, Occupational and Speech-Language therapy, including but not limited to:

- All Auto Carriers
- All Workman's Compensation Carriers
- AETNA
- Blue Cross Blue Shield of Michigan (BCBSM)
- Blue Cross Out-of-Area (BCOA)\*
- Blue Cross Blue Shield of Michigan Federal Employee Plan (BCBSM FEP)
- BCBS Theramatrix (GM UAW)
- Blue Care Network Advantage
- Blue Care Network (BCN)\*
- Blue Cross Complete (BCC)\*
- Cofinity/PPOM/UMR\*
- DART, MERS and Auto Owners/Prairie States
- Department of Veterans Affairs (VA)
- Humana Medicare\*
- Humana Military; Tri-Care (Vet's Choice)
- Commercial McLaren including: McLaren Health Plan & McLaren Health Advantage
- McLaren Medicaid\*
- Medicare + Blue (CareBlue)
- Medicare & Medicare Advantage Plans
- Physician's Health Plan (PHP)\*
- Physician's Health Plan (PHP) Medicare
- PHPCARE (Sparrow Advantage)\*
- Priority Health Advantage (Medicare)
- State of Michigan Medicaid
- Tri-Care
- Self/Private Pay

\*may require authorization for treatment/services

If you do not see your insurance listed, we encourage you to contact your insurance company or call our billing office at **(517) 333-8550** to find out if we accept your insurance plan. We work with you to accommodate your individual needs, and we offer affordable payment options for self-pay patients.



