

## **Suggestions for Reimbursement: Inborn Errors of Metabolism\***

### **Know the requirements of your insurance plan**

You need to provide a letter of medical necessity and prescription from your doctor or health care provider. Check with insurance plan's representative to determine the required steps

### **Know the limits of the insurance plan**

Determine if the benefit is covered, and extent.

### **Find out about available billing options**

Ask whether you can obtain direct billing for metabolic products through your insurance provider. You may be able to authorize your insurance provider to pay for metabolic food products that are supplied to you.

If direct billing is not an option when ordering medical food (metabolic formula) or low protein food, request two copies of the original invoice from the company that provided the products. Ask the company to include a statement on the invoice explaining that the products are used for medical dietary treatment. Make sure the policyholder's name, policy number and patient name is on the invoice. Send the invoice to the claims manager identified through your insurance plan. Check with the claims manager to see if other information would be helpful when submitting the claim (e.g., referral identifying supplier of medical food, the food label, etc...). Ask your insurance company whether it needs a letter of medical necessity and/or a prescription from your doctor or health-care provider that states why the medical foods or low protein foods are needed. Give the claims manager a courtesy heads-up call that the claim is coming. This contact person can likely help the process go more smoothly for you. Explain how important the products are to put a human face to the process and consider a personal thank you. People who care about customer service will appreciate it.

Self-insured plans are not mandated to reimburse low protein foods

### **Connect with the right person**

An insurance company may have a special contact for these special claims

### **If using a Flexible Spending Account (FSA) debit card for co-payments, deductibles, or any other part of your order**

You will need to have the respective company established as an approved vendor. Please contact your account's administrator to complete this process.