

Oak Therapy & Wellness | Superbills Reimbursement Guide

Use this script when calling your insurance company to request the correct address or upload instructions for submitting superbills for reimbursement of out-of-network mental health services.

Provider Information

Provider Name:	Kelsey Oglesby, LCPC
License Number:	180012997
NPI Number:	1740778927

Step 1: Initial Greeting

"Hello, my name is _____. I'm calling to ask about submitting a superbill for out-of-network mental health services. Could you please help me find the correct mailing address or electronic address where I should send my claim?"

Step 2: Provide Policy Information

"My member ID number is _____. I'd like to make sure I send it to the correct department for behavioral or mental health reimbursement."

Step 3: Verify the Type of Claim Submission

"Do you accept superbills by mail, fax, or online through your member portal? If so, could you please give me the exact mailing address or upload instructions?"

Step 4: Confirm Requirements

"Is there a specific claim form I need to include along with my superbill, or is my therapist's superbill sufficient? Are there any additional documents or codes I should make sure are included?"

Step 5: Ask About Processing and Reimbursement

"How long does it typically take to process a superbill reimbursement? I would like to confirm that the reimbursement will be sent directly to me, the patient, and not to my provider."

Step 6: Closing

"Thank you for your help! Just to confirm, the address you provided is for submitting out-of-network behavioral health claims, correct? And I should include my member ID and claim form if required?"

Write down the following during your call:

Representative Name:	
Date of Call:	
Reference Number (if given):	
Mailing or Upload Address:	
Submission Method (Mail/Fax/Portal):	
Claim Form Required:	
Processing Time:	
Reimbursement Sent To (Confirm Patient):	

Tips for Clients:

- Have your insurance card and provider's NPI number handy.
- Write down the representative's name, date, and reference number.
- Be sure to request that reimbursement checks are mailed directly to you (the patient).
- Keep a copy of all documents you mail or upload.
- Follow up if you haven't received confirmation within 2–3 weeks.