

The View from the Front

By Jayne Bedingfield



October is the month for change – in the air, in the leaves and probably in your insurance plan. The good news is that the MS Center is on most insurance plans. The bad news is that changing can sometimes cause confusion and delay appointments and treatments. To avoid this there are things you can do.

Know your plan.

Make sure your doctor is on your plan. Beyond that the single most troublesome issue is referrals. If your plan requires a referral from a Primary Care Physician you will need to have a visit with that PCP. If you show up for an appointment without a referral you will need to self pay for that day's visit and/or treatment.

Bring your card.

Be sure to bring your insurance card with you at the first visit after your activation. If you do not have a card we need whatever information you have been given, especially a customer service or benefits verification number so that we can verify that you are covered.

Keep us informed.

If you are on therapy such as Tysabri it is imperative that we have your new information as soon as you have the information to avoid a break in your treatment. The process for approving Tysabri through a new insurance could take as long as a couple of weeks so the sooner we know the better your chances of not interrupting your treatment.