



ACTIVE HEALTH  
SOLUTIONS

## Questions to Ask Your Insurance Company

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Call the member services number on the back of your insurance card and ask the following questions:

- What is my out-of-network deductible, and how much of it has been met?
- What percentage of reimbursement for out-of-network physical therapy will I receive after meeting my deductible?

### Commonly Billed PT CPT Codes

- 97161, 97162, 97163 – Physical Therapy Evaluation (low, moderate, high complexity)
- 97110 – Therapeutic Exercise
- 97112 – Neuromuscular Re-education
- 97116 – Gait Training
- 97140 – Manual Therapy
- 97530 – Therapeutic Activities
- 97535 – Self Care & Home Management Training



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## How to Submit a Superbill for Reimbursement

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1. Obtain a superbill from Active Health Solutions after your PT session which is emailed to you within 2 business days of your appointment.
2. Complete your insurance company's claim form, usually available on their website through your patient portal under the Claims section.
3. Attach the superbill and any required documentation (e.g., referral if needed).
4. Submit your claim form and documents via online portal, mail, or fax.

### **Important Notes**

Patients are responsible for obtaining accurate information about their insurance policy in order to maximize benefits. Patients pay for services at the time they are performed, and it is the patient's responsibility to submit claims for reimbursement.