



Behavioral Outreach Services, LLC

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We at Behavioral Outreach Services, LLC understand your need for ABA services as soon as possible, whether that is with our company or with another ABA provider. We want to make sure that you know HOW to check your insurance benefits to see if ABA is a “covered benefit,” and how to obtain a list of in-network ABA providers (if ABA is a covered benefit). This will ensure that you have access to a list of in-network providers in case we have a waitlist, as well as provide you with a choice in providers.

If you have Insurance Through Work (PRIVATE COMMERCIAL INSURANCE) then ABA May, or MAY NOT, be a covered benefit. Because ABA is such a specialized service, we want to make sure to tell you EXACTLY how to talk with your insurance company in order to know FOR SURE if ABA is a covered benefit or not. Unfortunately, members have been given incorrect information by their insurance company in the past and were frustrated later to find out that ABA was not a covered benefit (it was specifically excluded). **So, PLEASE follow these instructions exactly as they are written and use the EXACT phrases given** for the best chance at finding out if ABA is a covered benefit on your plan, and how to obtain a list of in-network ABA providers if it is a covered benefit:

1. Call the Member Services/Customer Service telephone number on the back of your insurance card
2. Tell the person that answers “**I need to know if ABA (Applied Behavior Analysis) is ON the EXCLUSIONS LIST, if it is SPECIFICALLY EXCLUDED**” *please note: checking this FIRST will save a lot of time, headache, and potentially incorrect information.* Is ABA on the Exclusions list? (please check) ☐ Yes ☐ No
3. If ABA IS a covered benefit, ask them “**Which diagnosis does the insurance company cover ABA for?**” (Autism, Intellectual Disability, etc.) (write this down) _____
4. Ask them for a list of ABA providers that serve your area. If ABA is a covered benefit for your child, they will then give you a list of names and telephone numbers for in-network ABA providers and/or also help you find an ABA provider that may be able to help you as soon as possible
5. Write this information down in regards to your phone call to the insurance company:

Date: _____ **Time:** _____ **Name of the person you spoke with** _____

Ask for a Call Reference Number (write it down): _____

*** If you have a secondary insurance as well (like a TennCare MCO or other commercial insurance), you will want to make sure to choose an ABA provider that it is in-network with both your primary and secondary insurance.**

If you have CoverKids or TennCare (BlueCare, TennCare Select, United Health Care Community Plan, or Amerigroup), then ABA is **most likely** a covered benefit if your child has certain diagnosis such as Autism, Intellectual Disability, etc. If you have CoverKids or TennCare, here is how to determine if ABA is a covered benefit for your child, and how to obtain a list of in-network ABA providers:

1. Call the Member Services/Customer Service telephone number on the back of your insurance card
2. Ask to speak with a “**Behavioral Health Case Manager**”
3. Tell them what your child has been diagnosed with (Autism, Intellectual Disability, etc.)
4. Ask them if ABA is a covered benefit for your child. Please be aware that you may need to tell them about the problem behaviors your child is having. **IS ABA COVERED?** (Check the box) ☐ Yes ☐ No
5. Ask them for a list of ABA providers that serve your area. If ABA is a covered benefit for your child, they will then give you a list of names and telephone numbers for in-network ABA providers and/or also help you find an ABA provider that may be able to help you as soon as possible
6. Write this information down in regards to your phone call to the insurance company:

Date: _____ **Time:** _____ **Name of the person you spoke with** _____

Ask for a Call Reference Number (write it down): _____

*** Please Note:** *We are no longer in-network with the United Health Care Community Plan (UHCCP) MCO of TennCare.*

By signing below, you acknowledge that you have been informed on how to check your insurance to see if ABA is a covered benefit, and how to obtain a list of in-network ABA providers (if it is a covered benefit) in order to obtain ABA services as soon as possible, whether with BOS or not. You acknowledge that if you choose to get on BOS’s waitlist that it DOES NOT stop you from trying to seek ABA services elsewhere so that you can get this service as soon as possible. Please be advised that you can not get ABA services from two different places at the same time. You also agree that if you choose to get on our waitlist, and you obtain ABA elsewhere, that **you WILL notify us by phone, text, or email that you no longer need our services so that we can take you off the waitlist.**

Client/Person Supported (Print): _____

Client (if competent adult)/Parent/Legal Representative (Sign): _____

Date: _____