

NYC Psychiatry and Primary Care Physicians
dba DOCTOR IN THE FAMILY or NATAN SCHLEIDER MD PLLC

**Questions and Answers FAQs for Anthem or Empire Blue Cross Blue Shield aka
BCBS Patients of NYC Psychiatry and Primary Care Physicians**

Updated by Natan Schleider, M.D. February 7th, 2021

IMPORTANT NOTE: BCBS mails the patient / policy owner the Explanation Of Benefits (EOB) and payment for the medical care we provided. This is unique for insurance companies as other insurance companies send the provider's office payment for medical services provided.

Do you accept Blue Cross Blue Shield (BCBS) health insurance?

Not at this time, NYC Psychiatry and Primary Care Physicians have no contract with BCBS. BCBS may pay for some or all of the medical care we provide. We MAY participate with BCBS as out of network providers in the future. *Note we DO work out of network with **BCBS of Illinois** www.bcbsil.com as of current date.*

I am not sure what kind of BCBS plan I have. How can I find out what kind of BCBS I have?

There are numerous different types of BCBS health plans, some say PPO on the card but are in fact HMOs or EPOs. Call member services on the back of your card or check your online BCBS account for information about your plan. **NORMALLY WE HELP DO THIS AS IT IS CONFUSING BUT BCBS IS THE ONLY INSURANCE COMPANY WHICH WILL NOT RELEASE ANY INFORMATION TO OUT OF NETWORK PROVIDERS LIKE US.**

How long after my doctor visit should I expect a check and or paperwork from BCBS?

Usually 2-4 weeks BUT this can vary. For example, some patients live in NYC but are under their parents or family's or spouse's insurance plan based in another state. It is your job as the patient to track down checks and paperwork from BCBS as they will not let us do it as we are Out of Network.

I never got a check or any paperwork from BCBS?

Contact BCBS by calling member services phone # on back of your insurance card to make sure the bill we submit for your care has been received and processed) or logging into your BCBS website portal. You can also login to your account online. BCBS only talks to patients and does not give out of network doctors this information.

I received a letter in the mail from BCBS saying I have an outstanding balance with you, is that accurate?

You likely received what is called an Explanation of Benefits Statement referred to commonly as an EOB. This is NOT a bill. The EOB usually says 'THIS IS NOT A BILL' in small letters somewhere on the paperwork. You do not have an outstanding balance with us so long as you settle whatever fees are due at the time of service. Why are your fees so high?

We charge flat fees for services provided and are transparent about Our Fees which we post on our website. We are not allowed to adjust fee prices based on the patient, just as luxury clothing stores like **VERSACE** https://www.versace.com/us/en-us/men/clothing/sweatshirts/la-coupe-des-dieux-embroidered-hoodie-a1008/A88699-A231242_A1008.html?cgid=220700#start=1 charge \$1,175 dollars for a sweatshirt.

Isn't it illegal to charge fees so high for medical care?

No, the New York State Department of Health https://www.health.ny.gov/professionals/doctors/conduct/frequently_asked_questions.htm#chargesc does not regulate or put any limit on a doctor's fees as stated in their FAQs section.

Please **contact us** with any questions by calling **646.957.5444**