Initial Call and Insurance Questions

Questions for when you call Troy the 1st time

What is going on that I would like help with?

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What Days/Hours am I (or the client) available?

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If I am planning on using insurance- how does that work?

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I suggest you find out what your insurance benefits are before you meet with me. You can call the toll free phone # on the back of your card and ask:

1) Are Behavioral Health benefits administrated by you or another company?
2) Is Troy McLennan LCSW considered an in or out of "Network" provider?
3) What is my deductible and how much of it has been met?
4) When the deductible is met how much will I owe per session? ($ amt or %)
5) Is there a limit to the # of sessions per year? Per lifetime?
6) Is pre-authorization required? If so how do I do that?