

Most insurance companies cover our services due to Clifton Fuller's multiple licensures and credentials. Even if your insurance carrier says they do not cover services, we encourage clients to submit claims, as oftentimes our clients report their insurance carrier info provided initially was incorrect, claims were covered, and reimbursement was received.

There are two easy ways to submit your invoices for insurance claim coverage.

- A. Client mails invoice to insurance carrier (or faxes their invoice to their insurance company's secure fax line)
- B. Client uses phone app Reimbursify.com, which allows them to track payment processing on their phone.

To [download or view your invoice in your secure Client portal](#), follow these steps:

1. **Log-in to your secure Client portal** at CliftonFullerCounseling.com with your username & password.
2. Click tab '**billing**'.
3. **Download invoice.**
4. **Open invoice with authorized 'encrypted download' password. Print invoice or view.**
(Invoices remain available 24/7 in your secure patient portal.)
'Encrypted email password' is different password from log-in used in your Client portal. Call our office at 210-404-9001 for this password or email us via your Client portal for a response during our normal business hours.

Option A: Client files invoice directly to insurance carrier:

1. Download and print your invoice (see instructions above). Make backup copy for your files & document date invoice was mailed (or faxed) to insurance carrier.
2. Mail or fax your downloaded invoice to insurance carrier for direct reimbursement back to you.
3. Ten business days later: Call insurance carrier to request status or progress of claim.
4. Twenty days later: If payment has not been received, call your insurance carrier to request status of payment.
5. Thirty days later: Payment should have been received as this is time allowed for insurance carrier to respond to client insurance claims.
6. We encourage you to document the date you submit your invoice to your insurance carrier, call or contact your insurance carrier if you do not receive payment in a timely manner. Document date payment is received, as this will provide an idea of how long to expect future claim payments via mail.
7. Note: Paper claims may take longer than using Reimbursify.com option below. Mailed/Faxed claims do not usually have a way to track claim payment progress without directly contacting the insurance carrier and may include 'wait' times on the phone for assistance. Some insurance carriers allow submission of claims via an online client portal they may have created. Contact your insurance carrier for best way to submit a client claim.

Option B: Client uses Reimbursify phone app:

1. **Download phone app** from Reimbursify.com. (We are not affiliated, nor do we receive any compensation for this program. Info is provided as courtesy to clients to track filing of claims & receive quicker reimbursement.)
2. **Add your information:** Takes 1-2 minutes to set up initially (add your info + family members for whom you may file claims. Once data is entered, you do not have to re-enter this info in future claims).
3. **Select "Insurance Carrier"** in drop-down list. If your insurance carrier is not listed, contact Reimbursify directly to request that your insurance company's information be added.
4. **Select "Provider"** from a drop-down Provider List. Clifton Fuller's practice info is already in the system.
5. **Type date of service & diagnosis** (listed on your invoice in your Client portal).
6. **Verify & Click 'submit'**. Program will confirm claim has been sent to your insurance carrier.
7. **Track progress & verification of payment** of claim submission & reimbursement.