How to request a single case agreement with SelectHealth

A step-by-step guide from DFS Medical

Hi there,

We know navigating insurance approvals can feel overwhelming, so we put together these simple steps to help you request what's called a "single case agreement" with SelectHealth. This is a request for SelectHealth to make an exception so you can be seen by an out-of-network provider, like our office. **It is not a guarantee.** Sometimes it works and sometimes it doesn't, and the more persistent you are, the better your odds. Follow along below, and we're here to help if you get stuck.

1 Call SelectHealth

Call the Member Services number on the back of your SelectHealth insurance card.

2 Tell them what you need

Say: *"I would like to request a single case agreement to see an out-of-network provider."*

3 Give them this information

Have this ready before you call:

Our group NPI: 1366158602

Provider: Jennifer Moore

Provider NPI: 1962086165

CPT codes (the billing codes for your visit): 99204, 99213, 99214, 36465, 93970, 93971

4 Explain why

Tell them all of your symptoms, and whether you are in pain. Be as detailed as you can. This helps them understand why you need to be seen sooner and makes them more likely to approve your request.

Then let them know that Intermountain facilities currently have a wait time of 6 months or more, and that we are able to see you right away. This is the reason for your request.

5 Write down these details

Ask for a reference number for your call, and write down the name of the person you spoke with and the date. This helps us follow up if needed.

6 Send us the approval letter

If SelectHealth approves your request, ask them to send you the approval letter, and make sure they actually send it before you hang up. As soon as you receive it, please send it to our office right away. **We cannot schedule your visit until we have this letter.**

A few things to know

Approval is not guaranteed, but we have seen many patients succeed with this process. It is not always quick or easy, and sometimes it takes more than one call. Patients who are persistent, and who call back if they don't hear anything, tend to have the best results. Please don't be discouraged if it takes some time or a few follow-up calls. That is completely normal.

If you run into any trouble or have questions along the way, please don't hesitate to call our office.

Thank you,
Team DFS