



GAP EXCEPTION

A network gap exception is a tool health insurance companies use to compensate for gaps in their network of contracted health care providers. When your health insurer grants you a network gap exception, it's allowing you to get health care from an out-of-network provider while paying the lower in-network cost-sharing fees.

Where do I start?

The first step to finding out if you need to file a gap exception for wig coverage, is to call your health insurer and ask if you have a benefit for a cranial prosthesis.

The SERVICE CODE is HCPCS A9282 .

If you do have a benefit, ask them if they have an in-network provider for you.

If yes, call that provider and ask if they provide wigs.

If they do not have an in-network wig provider for you OR the provider offered does not make wigs, you can then ask your health insurer for the gap exception forms.

When requesting the gap exception,
you will need to provide the following information:

Chrysalis Custom Hair

565 North York Rd. Elmhurst, IL 60126

Phone: (844) 384-9447

Tax ID: 46-0642675

Place of Service - 99

Chrysalis Custom Hair does not have an NPI number.

Along with a cranial prosthesis prescription from your doctor,
this is all the information your health insurer should need.

The DIAGNOSTIC CODE needed will be on the prescription from doctor.

They should inform you that your request for a gap exception has been approved shortly thereafter.

While waiting for your approval, call us to schedule an appointment.

If you have any questions, please feel free to contact us.

www.ChrysalisCustomHair.com

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