

ACUPUNCTURE – FREQUENTLY ASKED QUESTIONS

Q. What is Acupuncture?

A. Acupuncture is among the oldest health practices in the world. It is based on finding the blocks in the flow of blood and energy in the body, and using specific techniques to remove those blocks. Acupuncture is a procedure adapted from Chinese medical practice in which specific points are stimulated to increase blood and energy flow to improve organ function, and relieve pain and illness.

The energy (Qi) moves blood and is vital to normal organ and tissue function. Good health is dependent upon the flow of Qi through the body. The blockage of Qi can cause pain and illness.

Q. What should I expect during my treatment?

A. During your initial exam a full history will be taken, with questions regarding your health, lifestyle, and any other information necessary for diagnosis. Your acupuncturist will check your pulses, look at your tongue, and conduct the appropriate physical exam. After the interview process, you will receive an acupuncture treatment. During treatment, you may feel energized or a deep sense of relaxation and well-being. Where the acupuncture needles have been inserted, you may feel a vague numbness, heaviness, tingling, or dull ache. Sometimes people will experience the sensations of energy spreading from the needle. All these reactions are positive and indicate that the treatment is working.

Q. Does it hurt?

A. Acupuncture is virtually painless. It is a simple procedure administered by inserting very fine needles into the acupoints along the different pathways of energy. The needles are as small as a cat whisker and when inserted, if a sensation is felt, it may be similar to a mosquito bite.

Q. What conditions does Acupuncture treat?

A. Clinical research has shown Acupuncture to be helpful with arthritis, allergies, hormone problems, pain, digestive trouble, anxiety, depression, stress, sleep disorders, fibromyalgia and many other conditions. It also aids to stop addictions such as smoking and eating disorders.

Q. How is an Acupuncturist trained?

A. An acupuncturist is required to complete a comprehensive postgraduate degree at a certified school. Education is devoted to extensive scientific subjects such as anatomy and biochemistry in addition to the study of Acupuncture and herbal medicine. All acupuncturists must pass a national exam and meet strict guidelines to practice in every state.

Q. Is Acupuncture safe?

A. Acupuncture is a sound and safe medicine. It is an all-natural therapy, with no side effects except feelings of relaxation and well-being. There is little danger of infection from acupuncture needles because disposable, sterile needles are used.

Q. Is Acupuncture covered by insurance?

A. Marquette University now offers Acupuncture as a holistic wellness benefit. The **CPHP** plan provides first dollar coverage up to \$1000.00 per covered member, per year (no co-pay). *Please note: Employees are responsible for the cost of the initial evaluation, but any treatments afterwards are covered up to \$1000.00.* Benefits are paid under the **AHDHP & EHDHP** after the annual deductible has been met.

Q. How should I pay for treatment?

A. Payment must be provided before the treatment is received. Patients must pay out-of-pocket and submit the receipt for reimbursement after the date of service.

Q. What do I need to provide for reimbursement?

A. Please include the following on provider letterhead: Name of provider and tax ID number, date of service, CPT code (which indicates the procedure performed), diagnosis code, and the receipt. You will also have to complete a [UMR Medical Claim Form](#) which can be found on the [MU Health Insurance web page](#) or on the [UMR website](#).

Q. Who should I send the receipt and UMR Medical Claim form to?

A. You can mail, fax or email your claim to UMR.

Mail to:

UMR

P.O. Box 30541

Salt Lake City, UT 84130-0541

FAX: **1-855-444-2896**

Email: **umr-claimsubmission@umr.com**

Q. How do I determine who is in-network?

A. The acupuncture benefit does not have an in or out-of-network distinction. However, the provider must be a certified Acupuncturist or Doctor of Oriental Medicine (acronym = A.C. or C.A.).

Q. Who should I contact if I have additional questions?

A. Please contact UMR at 800-826-9781 or the Benefits Department at 414-288-7305 if you have further questions regarding this benefit.