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 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). The AHDHP & EHDHP plans provide the $1000.00 per covered member, per year benefit after the annual deductible has been satisfied. Please note: Employees are responsible for the cost of the initial evaluation, but any treatments afterwards are covered up to $1000.00.

Q. How should I pay for treatment?
A. Some providers may require payment for treatment up front and may not bill insurance for you. Some providers may file claims and bill you after the claim has been processed by UMR.

Q. What do I need to provide for reimbursement?
A. In the event your provider does not bill insurance on your behalf, 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. While the benefits for using in and out of network providers for acupuncture are the same, using in network providers may mean discounts for services rendered. Use the provider lookup feature on UMR.com or contact a UMR representative using the telephone number on the back of your ID card to search for Acupuncturists who participate in the network.

Q. Who should I contact if I have additional questions?
A. Please contact a UMR representative using the number on the back of your ID card if you have further questions regarding this benefit.