

Massage Therapy Benefit FAQ – Salem Health

What is the massage therapy benefit in 2025?

The Plan will cover services of licensed massage therapists. Benefits will be limited to a \$1,000 annual maximum and once the maximum is met, no additional benefit will be issued. To be covered, services must be within the scope of the massage therapist’s professional provider’s license. Services can be provided by both in-network and out-of-network providers.

Prime Plan - HDP			
Tier I	Tier II	Tier III	Tier IV**
0%	20%	20%	20%

Choice Plan - MHP			
Tier I	Tier II	Tier III	Tier IV **
0%*	\$20 copay*	\$20 copay*	40%*

*Deductible waived

**Out-of-network providers may bill the member the difference between the provider’s billed charge and the maximum plan allowable.

Tier I: Providers of Salem Health Hospitals & Clinics and facilities and West Valley Hospital.

Tier II: Moda’s Connexus Network. This network includes providers & clinics that generally provide services that are not available at Salem Health Hospitals & Clinics.

Tier III: Moda’s Connexus Network. This includes specific hospital systems, ambulatory surgery centers and provider clinics that provide the same services as Salem Health Hospitals and Clinics.

Tier IV – Providers that are not contracted by the Moda Health Connexus network and are considered non-participating (out-of-network).

Is a referral or prior authorization required?

No, referrals or prior authorizations are not required for the massage therapy benefit.

How do I locate an in-network provider?

Visit our provider directory tool, Find Care. Select the applicable medical network (listed above), select ‘Massage Therapy’ under Specialty and enter your location and then click Search.

[Moda Find Care | In-network doctors, dentists, and other providers \(modahealth.com\)](https://modahealth.com)

If my provider is in-network, will they submit the claim on my behalf?

Yes, in-network providers will bill the claim to Moda.

If my provider won't bill insurance, how do I get reimbursed?

If you go to an out-of-network provider, you may need to pay upfront and submit a claim form to Moda for reimbursement. You will need to fill out a claim form and attach a copy of an itemized receipt showing proof of payment. Make sure to keep the original documents for your records.

Where can I locate a claim form?

A fillable medical claim form is available online at the following link: [Moda Health Medical Claim Form](#)

What fields do I need to fill out on the claim form?

Please be sure to include the following:

1. Check 'Group Health Plan' box
 - 1a. Insured's ID Number – subscriber ID number as shown on your subscriber ID card
2. Patient's name
3. Patient's birthdate
4. Insured's name – subscriber on the policy
5. Patient's address and phone number
6. Patient's relationship to insured
7. Insured's address and phone number
8. N/A
9. Other insured's name – If you have dual coverage, fill out 9a and 9d. If not, skip to 11
10. N/A
11. Insured's policy group number (10001832), then fill in 11a – 11d
12. Signature and date
13. Leave blank
- 14-33. These fields should be captured on the itemized invoice

Please make a copy of the itemized receipt and keep the original documents for your records.

What information needs to be included on the itemized receipt?

Total charges & proof of payment

Date of service

Patient Name

CPT code (or handwritten description of the service)

Diagnosis code (or handwritten description)

Provider TIN (Tax Identification Number) – if available

Provider NPI (National Provider Identifier) – if applicable

Provider Name

Provider address

Length of treatment (for example, 60 minutes, 90 minutes)

How do I submit the claim form?

You can submit your claim reimbursement form and copy of your itemized receipt via mail, email or fax.

Moda Health
PO Box 40384
Portland, Oregon 97240

Email: medical@modahealth.com

Fax: (855) 522-9810

How long will it take before I receive my reimbursement?

Manual claims are typically processed within 30-45 days.

Questions?

We're here to help. For questions or help with finding a provider, please contact customer service at 855-425-4543.