

Claim Advocacy



Resolving billing and claims issues

BCI can provide a partner for employers to utilize when a personal level of support is needed to resolve billing and claims issues. Employees perceive this as a service provided by their employer for their benefit, which has a positive impact on job satisfaction and retention.

Customer Value

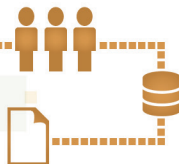
- According to the U.S. Department of Labor, one in every seven claims is initially denied by health insurance companies.
- According to a Harvard University research study, medical bills account for more than 60 percent of personal bankruptcies in the U.S.
- Claim advocacy services significantly reduce the Protected Health Information (PHI) an employer handles, thus minimizing its exposure by reducing time and resources needed to comply to HIPAA regulations.

Advantages

- Provides one point of contact for expert assistance with claims and billing questions
- Anticipates potential coverage barriers
- Provides follow-up action and resolution on billing errors and denied claims
- Assists with pre-authorizations for procedures
- Helps individuals to manage their healthcare by providing additional support when it is most needed
- Relieves Human Resources' time by reducing the administrative burden
- Increases employee productivity

Delivery Options

- Call center one-on-one meeting with a dedicated Medical Billing Advocate
- Web portal



Contact BCI's Marketing Department for more information on our claim advocacy service partners.

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