

# FAQ

(Frequently Asked Questions)

October 2008

## Question:

What are the important items I need to include when forwarding a medical bill for assistance?

## Answer:

Information necessary to start the process are:

1. The insured's full name and name of employer
2. The complete name of the patient, if other than the insured
3. The name of the provider: doctor, facility, hospital, etc.
4. Date of service: month/day/year. The complete date is necessary to initiate a claim resolution.

Please fax any bills in question to 770.499.9882.



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