



HIGH TOUCH

Providing extraordinary service for our members

WHAT WE DO:

- ◆ Assistance reading and understanding plan benefits and claims processing.
- ◆ Assistance navigating the Boon Chapman website and member portal.
- ◆ Identify In Network Providers and their availability.
- ◆ Help obtaining and preparing necessary documentation such as; medical records, itemized bills, other insurance verification, and subrogation information.
- ◆ Notify plan participants and providers of potential claim denials.
- ◆ Help with predeterminations, medical pre-authorizations, appeals, and prescription drug authorizations.
- ◆ Assist with Healthcare Bluebook utilization.
- ◆ Most importantly, FOLLOW UP.

WHY CHOOSE US?

The objective of the High Touch Customer Service is to enhance the participant's overall Health Plan experience. We strive to be helpful and extremely detailed when providing information while filling the gaps and taking the necessary steps to find a resolution when issues arise. Choosing to enroll in High Touch services gives your employees the individualized care and attention they both love and deserve.

