

DO YOU HAVE A CLAIMS ISSUE?

YES?

Follow these steps



1. Call Insurance Carrier DIRECTLY



This method allows you to speak directly with the insurance carrier for a **quicker resolution**. This is the **fastest approach**, as you have full access to your own records and no additional authorization is needed.

How: Call the phone number located on the back of your ID card

Before you call: Have your insurance card, Explanation of Benefits (EOBs) and invoices available

Is your claims issue fixed?

No



Yes



2. Email The Carrier Through Your Online Account (where available)

This method allows you to resolve the claim through email at your convenience

How: Login and click on the Contact Us area to email customer service with your claim question

Before you email: Have your member ID number, claim number and date of service available

What to expect: **24-48 hour** turn around

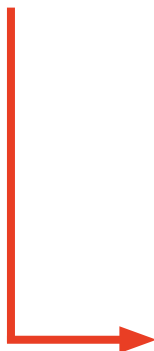
CONGRATS!
YOU JUST
SOLVED YOUR
CLAIMS ISSUE!



Is your claims issue fixed now?

No

Yes



3. Work through SIG

Through this method, SIG handles the claim start to finish

How: First sign HIPAA Authorization. Then send SIG any applicable EOBs/invoices/other information regarding the claim issue.

What to expect: Upon processing of the authorization (5 days at the carrier), the **turn around time is approximately 7-14 days**

