

Medical Exam Quality Assurance

"Synergy's experienced professionals are well trained in providing accurate medical exam paperwork to large insurance companies"

QUALITY ASSURANCE OF MEDICAL EXAMS

Issuance of the policy depends on accurate information being provided in a timely manner to the insurance carriers on the exams performed. Our stringent review process authenticates the accuracy of the exams done and ensures nothing slips through the cracks.

Synergy iXs SUPPORT FUNCTIONS INCLUDES

Ordering – Medical Exams

- Phone
- Fax
- Email

Communication about Medical Exams

- Details of appointment to examiners
- Follow up on appointment status with examiners
- Update the status of appointments

Quality Review of Medical Exam Documents

- Receive documents through online fax / mail
- Review documents
- Upload the reviewed documents
- Follow up with examiner if documents are not in order

Revenue Recovery Process

- Follow up with insurance carriers for revenue recovery
- Follow up with examiner / copy service / agent / case manager for incomplete / incorrect information
- Chargeback the examiner, if the details are incomplete / incorrect

The Synergy iXs ADVANTAGE – TRAINING AND KNOWLEDGE

- Synergy's Team Associates are thoroughly trained by Certified Medical Professionals
- Our Associates have extensive knowledge on insurance specific Paramedical forms, and other relevant lab forms.
- Compared to other companies offering this service, Synergy offers a much quicker turnaround time – We review & upload paperwork within 12 hours
- Significant savings in process cost
- Better utilization of clients' high value resources