

Why to Seek Help From a Professional Advocate

Providing or advising about a treatment is very different than getting coverage and payment for it. Providers and their staff get frustrated by the time spent dealing with insurance instead of patient care.

Disease-based organizations can help with global issues impacting their community, but individual patients often need help crafting arguments correctly when submitting authorizations and appeals.

Advocates are:

- Experts at reviewing plan documents, coverage decisions and state and federal rules including those for self-funded plans.
- Understand the steps that are needed to ensure favorable decisions.
- Timely in follow through for reviewing plan documents, supporting documentation, getting a fair physician review and working with employers as over 65% of commercial plans are self-funded.
- Connect at higher levels at the insurer and are familiar with industry practices generally that are necessary for motivating insurers to act appropriately.
- Independent so can make more forceful arguments for individual patients that can be harder for providers and disease based organizations to make.

Patients Rising is a nonprofit that connects patients with professional advocates. Advocates can include former nurses, billing experts and even attorneys who are experts in navigating the healthcare system.

For more information or referral to an advocate send an email to AskUsAnythingpatientsrising.org or call us at (800) 625-2654.

