



TIPS ON BILLING YOUR INSURANCE COMPANY

1. Make sure to write your Member Identification Number on the “superbill” **or** you may want to include a copy of the front and back of your insurance card. This will enable your insurance company to “find you in their system.”
2. Write the "Date of Injury" on your superbill. Insurance companies want to know that you were insured with their company at the time of your injury.
3. If you want, write a cover letter telling the insurance that you will be calling them in 10 days to check the status of your claim. If they know you are going to be anxious to receive your insurance reimbursement, they might move faster.
4. **Always** keep a copy of everything you send to your insurance company. It is inevitable that they will indicate claims were “never received” or “not on file.” You may consider sending claims "Return Receipt Requested."
5. Call approximately 10 days after you mail your claims to make sure they are “in the system” and are being processed. Nothing is worse than calling 6 weeks later only to find out that they “never received your claim.”
6. Ask for a Supervisor if the claims adjuster you are dealing with seems difficult or uninformed.
7. When you call your insurance company, always ask the customer service representative for a call reference number. Make sure to document this number, along with their name, the date, the time of the call, and a small note detailing the outcome of the phone conversation.
8. Keep the name, phone number, and extension of an adjuster or supervisor that you find to be extremely helpful. Establishing a great rapport with this person will be invaluable in claims being handled fairly and in a timely manner.
9. Fax a copy of your Explanation of Benefits (EOB) to our office at 415-563-3301 if you are unsure about any unpaid items. We will be happy to review these EOB's to see if there is anything we can do to aid you in receiving additional reimbursement.
10. If you are on the phone with your insurance company and they are telling you things you do not understand or that do not make sense regarding the handling of claims from The Stone Clinic, please call our office at 415-563-3110.

3727 Buchanan St #300,
San Francisco, CA 94123
USA

Tel +1 415-563-3110 info@stoneclinic.com www.stoneclinic.com