



McGOHAN BRABENDER CUSTOMER CARE TEAM

EXCEPTIONAL SERVICE IS PART OF OUR BRAND, AND WE ARE PASSIONATELY COMMITTED TO FINDING THE RIGHT SOLUTION FOR EVERY CLIENT, EVERY TIME.

WHAT WE DO

At MB, customer care is more than a department – it’s an attitude. Our dedicated problem-solvers and experienced advocates are here to assist you when issues arise with claims, billing, enrollment or benefits.

HOW IT WORKS

If you’ve contacted your physician or carrier and weren’t satisfied with the response, the Customer Care Team is there to step in on your behalf. We have direct access to senior-level representatives at our carrier partners. We know how to get to the bottom of claims issues, enrollment problems and benefit questions.

Issues such as:

In/out of network and out-of-area claims

Deductibles, appeals and unpaid or denied claims

Prescription coverage

Enrollment status

Pre-authorization

Coordination of Benefits

Certificate of Coverage

For speedier resolution, have your insurance card, copies of any correspondence and details from conversations you may have had with the carrier or physician, including names and dates.

CONTACT US

Our Customer Care Team is ready to assist you
Monday-Friday, 8 a.m. to 5 p.m.

p: 937.260.4300 or 877.635.5372

f: 937.499.1160

e: customerservice@mcgohanbrabender.com

