



mcgohan brabender customer care team

*passionately committed to doing the right thing while
creating a positive experience for everyone every time.*

what we do

educate

Our team offers a regularly updated blog with important carrier, healthcare, and compliance notices. Additionally, this site provides answers to frequently asked questions, video tutorials, important forms, organizational tools, and a guide for HR Administrators should issues arise. This site can be found at mbcustomer care.blogspot.com

This site also offers 24 hour access to our team. By offering answers to frequently asked questions and links to important information, members can navigate through their issues or use our contact page to send the issue to our team to be addressed by the next business day.

claim issues

Our team can offer assistance for members with in/out of network issues, coordination of benefit issues, prescription issues, provider billing problems, and unpaid or denied claims.

For instance, one of our team members had a member call in who had recently lost his wife. A multitude of bills were coming in, and he was concerned that he would not pay them correctly. With **compassion**, our team member helped ensure that each bill matched the explanation of benefits for the member. She **followed through** with each issue to ensure that every **detail** was considered. By ensuring that benefits operate properly, our team takes the burden off of our members so that they can focus on healing.

benefits

Our team can offer clarification to benefit questions, deductible information, out-of-pocket maximum information, pre-authorization questions, etc.

For instance, one of our members was scheduled for surgery on Monday morning, their surgeon was out of the country, and the insurance carrier would not authorize the procedure. Utilizing our **resources**, our team member was able to pinpoint the reason the procedure was not being allowed. By coordinating with the provider and carrier and thinking outside of the box, we were able to provide documentation and address the reason for the denial. The member was approved for their surgery and had the operation as scheduled that Monday morning.

how we do it

Due to McGohan Brabender's client base size and relationships with our carriers, we have dedicated service representatives with our carriers assigned to handle our accounts. Often times, these relationships allow our Customer Care Team to reach faster resolutions for our clients. Additionally, McGohan Brabender's custom-designed customer service software enables our team to carefully monitor escalating issues, provide detailed reports to clients, and track trends that may occur within a client group or carrier. While we cannot always reach the desired outcome for a member, we exhaust all options and educate them throughout the process to help prevent this issue in the future.

how it works

From time to time, you may have a question or issue regarding your benefits. Knowing who to call, when to call and what to ask is the key to resolving your question quickly and efficiently. To assist you, we have provided the following information and order of contacts:

1. Contact your doctor's office

If your issue/question is regarding a bill or correspondence from a doctor's office, contact the doctor's office for clarification. Be sure to note the name of the person you spoke with and the date of the call.

2. Contact your insurance carrier

If your issue/question is regarding the status of payment from the insurance company or an Explanation of Benefits question concerning benefit payment, call the appropriate insurance company (see numbers listed on the back of your insurance card). In addition to calling the insurance company for claims and billing issues, they can also assist you with address changes, ID cards and student status verifications.

When you call, be sure to have your insurance card and copies of any correspondence available. This will speed along the process. Again, be sure to note the name of the person you spoke with and the date of the call.

3. Contact the Customer Care Team

If you do not receive the desired resolution after speaking with a carrier, contact McGohan Brabender's Customer Care Team. They will step in on your behalf to provide answers and clarification concerning your issue or problem. Be sure to have copies of any correspondence/notes when you call.

what others are saying

'My recent inquiry was done professionally, efficiently and the rep was very pleasant. **Thank you for such good and helpful customer service reps'**

'I only have praise for the team at McGohan Brabender. [...] **Extremely helpful** with my dental insurance problem. Very efficient and kept me informed of what was happening, including a follow up call after it was resolved'

'This is my first experience working with the company and I am extremely impressed with the level of service. I was very surprised at the attention to my questions and the rapid follow-up. The company **definitely has customer service figured out'**

'I was **very pleased with every aspect of my experience** with your staff and the only suggestion I have is to just keep doing what you are already doing for people'

contact us:

p: 937.260.4300 or 877.635.5372 f: 937.499.1160

e: customerservice@mcgohanbrabender.com b: mbcustomerare.blogspot.com