

## Summary

### Objective

To contact the provider if they have ticked the Contact Provider indicator on the claim form.

### Background

Eos has identified that the provider has ticked the Contact Provider indicator on the claim form and has raised a Contact Provider task for someone to action.

**Owner** Name withheld


**Expert** Name withheld

## Procedure

### 1.0 Contact provider

#### Cover Assessor

- a** Contact the provider to find out why they ticked the checkbox. Go to the Contact Client or Provider for Information process below to do this.

 Timeframe for contacting a treatment provider when claim form indicates to 'contact provider'

- b** Resolve the query.

#### **NOTE** What if I can't resolve the query?

Transfer the claim to the appropriate team and add a contact describing why the provider asked for contact.

- If the provider believes that the cover decision needs to be reviewed, transfer the team that can make a cover decision for the claim.
- If the provider believes that the client needs extra assistance from us, transfer the claim to the correct team, who will manage the claim.

## PROCESS

### Contact Client or Provider for Information at Lodgement

Cover Assessor, Senior Cover Assessor

### 2.0 Complete task

#### Cover Assessor

- a** Close the task.

 Close a Task