

Quality Review Tips!



Logically Contact Information Business Hours (Monday through Friday 8:00am-5:00pm ET) 1-(866)-946-9638 option 1, Access Pin 221; After Hours, Holidays & Weekends 1-(919) 856-2300 option 1

Vacation Requests- Please send to referralteam@bbabsence.com

Concerns/Comments/Requests Please send to referralteam@bbabsence.com

June 2023

Turn Around Times:

- The basis for the turnaround time frames relates back to internal Carrier processes and external regulatory deadlines. Thus, each Carrier has different time frames.
- Time allotted to complete a report and when a report is due back to the Carrier is **set by the Carrier** and detailed in the Carrier's contract with Brown & Brown Absence.
- Some Carriers allow additional days if AP calls are done. The email assigning the referral should indicate if this is applicable for the given case.
- Deadlines vary by customer and range from one to ten business days, with most being three to five business days.
- Some Carrier turnaround times can be dependent on whether an AP call is necessary.

Late Fees:

- Reports uploaded after **NOON** EST on the day its due is considered late.
- The report is submitted timely yet needs revisions and is not revised before 4 pm EST, this is now subject to a late fee.
- Some Carriers may impose a late fee, which is passed on to the consultant.
- It is always in your best interest to open your referral, check your due dates, determine if AP calls are needed and check the Carrier Specifications.

Brown & Brown Absence recognizes that the occasional circumstance of unanticipated challenges to meeting the deadline may arise. When it does, please contact Brown & Brown Absence as soon as you can Referralteam@bbabsence.com, or any QR nurse Qrteam@bbabsence.com and we will assess if an extension can be reasonably requested.

Please feel free to reach out to any of the Quality Review Nurses with questions.

Qrteam@bbabsence.com

We hope this has been helpful and we welcome your feedback and questions.

Thank you,
The QR Team