

# 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](mailto:referralteam@bbabsence.com)  
Concerns/Comments/Requests Please send to [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com)

## **ROI (Request of Information):**

- When an Attending Physician call takes place and the office indicates that an ROI is needed, please reach out to either the Referral Team or one of the QR Nurses to obtain the ROI from the Carrier.
- Early contact to the Attending Physician's office will assist in expediting any request for an ROI, if needed and timely submission of your report.

## **Attorney Involved Questions:**

- Please do not answer any questions from the Carrier or the attorney.
- If you identify an Attorney correspondence within the medical records, contact [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com) or Referral team at (207) 747-4300 immediately for guidance before continuing the review.

## **Vacation Requests:**

Now that vacation and traveling season is right around the corner, we would like to remind you of the following:

- Per all of our client contracts, no consultant is permitted to do any file review work outside of the US territories. Please be sure to advise [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com) if you plan on traveling outside of the US territories so they can place you as unavailable. This is a strict policy and must be followed per your signed contracts.
- Please advise [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com) for any vacation time needed at least 2 weeks in advance.

## **Consultant Desktop/ Logically Contact Information:**

**We recognize the value of your time and appreciate your patience when IT concerns arise.**

- When you encounter an issue, please be sure to reach out to Logically immediately to create a ticket.
- Logically has both business hours and an after-hours contact number.
- 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

- A ticket number will be assigned. It is imperative that you receive and document your ticket number for reference.
- Once a ticket number is assigned, resolution toward your concern can begin.
- If you are unable to hold and would like to create a ticket for a call back, press 0 while on hold and leave a voicemail or you can email [help@logically.com](mailto:help@logically.com) as both options creates a ticket for you.
- Without your ticket number, your concern cannot be tracked, resolved, or if needed, escalated.

***We would love to hear from you on any topics for the QR tips that you feel we should address.***

Look for our next tip in the upcoming weeks.

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

Bobbie      [bahern@bbabsence.com](mailto:bahern@bbabsence.com) 207-747-4311  
Julie        [jmatula@bbabsence.com](mailto:jmatula@bbabsence.com) 207-747-4314  
Tracy        [Tbassett@bbabsence.com](mailto:Tbassett@bbabsence.com) 207-747-4342  
Robin        [rthatcher@bbabsence.com](mailto:rthatcher@bbabsence.com) 207-747-4323  
MaryAnne   [mtranfaglia@bbabsence.com](mailto:mtranfaglia@bbabsence.com) 207-835-0049

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

Thank you,  
The QR Team