

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

Referral Requests- Please send to referralteam@bbabsence.com

QR Tips February 2023

Clarification vs Addendum

Clarification:

- A clarification is requested from the Carrier when an explanation or more details are needed to make your response clearer or easier to understand.
- A clarification template will be uploaded into Connects for you to follow.
- Most common examples of clarifications include requests for specific details on functional capacity, missed or discrepancy in dates, lack of specifics.
- Best practice to avoid a clarification is to use clear and concise language, outline timeframes, remain objective in your opinion and make sure you are answering all parts of the Carriers questions in the referral.
- Clarifications are not reimbursable

Addendum:

- An addendum is requested from the Carrier when additional information has been received since the submission of your initial report, another AP needs to be contacted or a new question is posed. When the Carrier receives any new information (e.g., records, AP response, claimant/ response), the Carrier must ensure all information has been considered.
- An addendum template will be uploaded into Connects for you to follow.
- For example, the AP has responded to your questions from the initial review, the Carrier has additional question (s) or additional medical records have been received.
- Addendums are reimbursable.

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.

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

Thank you,
The QR Team

Bobbie bahern@bbabsence.com 207-747-4311
Julie jmatula@bbabsence.com 207-747-4314

Tracy Tbassett@bbabsence.com 207-747-4342
Robin rthatcher@bbabsence.com 207-747-4323
MaryAnne mtranfaglia@bbabsence.com 207-835-0049