

# Quality Review Tips!



QR Tips July 5, 2022

## Attending Physician Calls and letters:

### When should I open my case to determine my timeline on my AP calls and letters?

- Cases should be opened the same day you receive it. The email with your case assignment will indicate the date it is due. This should help you to determine your timeline for calls and letters.
- As each Carrier has different call and letter requirements, checking Carrier Specifications the same day as receipt of a case will help outline your time frame and ensure timely submission of your report.

### Can Consultants contact Claimant's Attending Physician via text and email?

- Due to security and privacy purposes, currently only telephonic communications are approved between consultants and treating providers for direct case discussions.
- Please avoid emailing, texting, or faxing APs. It is critical that no personal or private information (including any case numbers) is shared in the email, only the Brown and Brown Absence case.
- In cases where the AP offers to fax more recent medical records, those records need to be faxed to our referral team, so they become part of the whole record.

### How do I know if AP calls, and letters are really necessary?

- Check the Specifications. The Specifications have all been recently updated to cite the key points for the specific Carrier at the top of the document.
- The referral from the Carrier will note Attending Physician contacts and contact numbers.
- A referral may indicate more than one Attending Physician to contact.

### How many attempts do I make to contact an Attending Physician?

- Check the Specifications. The Carrier specifications for AP calls, describes what circumstances AP calls are required and the number of call attempts needed
- Some Carriers prefer questions for the AP if no contact is successful, Check the client Specifications
- Make the required # of attempts, per the Specifications only; you are not expected to stay on hold for more than a few minutes.

### **What if there is no AP phone number or a wrong number?**

- Please reach out to Brown and Brown Absence referral team who will reach out to the Carrier to obtain the appropriate contact information.

### **Can I email the AP?**

- Due to security and privacy purposes, currently only telephonic communications are approved between consultants and treating providers for direct case discussions.
- Please avoid emailing APs. It is critical that no personal or private information (including any case numbers) is shared in the email, only the Brown and Brown Absence case.
- In cases where the AP offers to fax more recent medical records, those records need to be faxed to our referral team, so they become part of the whole record.

### **What do I need to document for AP calls?**

- Date and time of call (s).
- Who you spoke with and who received the message (s).
- Content of the call with details. The Carriers are interested in seeing a two-way discussion between you and the AP.
- In some cases, if you do not reach the AP, document a list of questions that you would have asked the AP if you had the opportunity to discuss the case. This is specific to certain Carriers so please check the Carrier specifications for directions.

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](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