

Quality Review Tips!



QR Tips June 1, 2022

How are cases assigned:

Can I know where I am on the list (when my next case will come)?

- The volume of incoming referrals is entirely dependent on what Carriers send us.
- The number of available Consultants is the second factor in determining case assignment.
- Each Consultant has a queue indicating the number of cases they are willing and able to take at one time. Consultants are rotated through based on availability and place in the queue.

Why do I get so many flat rate cases?

- Payment is determined by Carrier contact.
- Some Carriers are moving to flat rate based on page count. This is built into contract agreements.
- The volume of flat rate cases received is unpredictable.
- Assignments are made as noted above. More flat rate cases referred results in more flat rate cases being assigned.

Can I decline a case?

- It is the expectation that you will take cases as assigned unless Brown and Brown Absence has been notified of your planned absence.
- If a Consultant has a conflict of interest (i.e. personally know the claimant and or have a relationship with the treating provider) or an extenuating circumstance (i.e. illness, family emergency, unpredictable life event) , Brown and Brown Absence should be notified within 24 hours or as soon as possible.
- Declining a case is always an exception if you have any concerns, please contact referralteam@bbabsence.com as soon as possible.

How are deadlines determined?

- Turnaround times are built into the business contracts and thus generally not negotiable.
- Carriers are held to regulatory standards (i.e., ERISA, specific plan language) for the timing of decisions; this drives the contractual turnaround times.
- In the majority of instances, the due date to Brown and Brown Absence is the same as the due date to the Carrier.

What details are included in the assignment email?

- Assignment email is the notification of a case needing your attention.
- Assignment email notes the payment, page count, due date, case number, and if a co- reviewer call is needed. AP calls are often dependent on Carrier specifications.
- Specifications will always need to be checked to determine such things as the need for an AP call requirements and/or letters and other important Carrier specific directions. Specification documents are updated periodically, so it is important to review these with each case

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

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