

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

March 2023

Prudential Core vs Appeal Referrals and AP Contact Requirements

Prudential has two separate requirements regarding AP contact depending on if the claim is a new/on-going claim or is an Appeal. These are detailed in Prudential Specifications; however, we recognize it can be confusing to differentiate these cases and determine if you need to do AP calls, calls and letters, or just letters.

We are currently working with the IT Dept to add a notation on your assignment email to indicate if the case is a Core vs Appeal. In the meantime, here are a few hints:

- Check the Referral form (from the Carrier); look in the upper right-hand corner of the Referral. It will state Appeals Specialist for Appeals and Claim Examiner/Case Manager for Core.
- While this isn't 100% consistent, one of the ways for knowing if it is Appeals or Core is to look in the upper right-hand corner of the Referral. It will state Appeals Specialist for Appeals and Case Manager for Core.

How to determine a Prudential Core referral:

- Referrals for a Core claim may ask for you to 'follow the differing opinions process'. This tells you that this is a Core claim and only a letter is needed; no need to call. The letter template should be uploaded for you and looks for you to provide your opinion and rationale for why it differs from the AP's.
- Additionally, in the upper right-hand corner of the referral, you will note the Case Examiners name/ title. It indicates "disability". This is a CORE referral.



Stacey M Hart
Sr Disability Claim Examiner

The Prudential Insurance Company of America
Disability Management Services
PO Box 13480
Philadelphia, PA 19176

How to determine a Prudential Appeal referral:

- Referrals for Appeal claims may list a question, asking for direct AP contact with the AP name and number(s) listed. Letters are required to either confirm the conversation, or to present your opinion and ask questions if the call attempt was unsuccessful.
- Additionally, in the upper right-hand corner of the referral, you will note the Case Examiners name/ title. It indicates “Appeal”. This is an APPEAL referral.



Laurie Harding
Senior Appeals Analyst

The Prudential Insurance Company of America
Disability Management Services
PO Box 13480
Philadelphia, PA 19176

If you are still unsure, please contact one of the Quality Review Nurses who can advise you. See below, or email qrteam@bbabsence.com

- Referral is currently working with the IT Dept to add a notation on your referral email to indicate if the case is a Core vs Appeal.

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