

Quality Review Tips!



QR Tips May 13, 2022

Can texting be used for Brown and Brown Absence communications?

- As of today, texting can be used between you and a consultant colleague only, and only to set up a time to discuss the case. Please reference “current Brown & Brown case” (with no number) to avoid use of any names or protected health information.
- We are currently exploring the capabilities for secure and protected texting use between Brown and Brown Absence and Consultants. Stay tuned for updates.

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 as well as between you and your co- reviewers for direct case discussions.
- Email can be used to establish a date/ time for your co- reviewer teleconference only; please avoid emailing APs. It is critical that no personal or private information (including any case numbers) is shared in the email, only the B&B case.

Is there a capability to contact another QR Nurse if the QR Nurse assigned to your case is out of the office?

- When you message any QR Nurse who is out of the office, you will receive a response with an alternate contact(s).
- The QR team is testing the use of a group email from the Connects system for outgoing messages to you; when you reply, the other QR nurses will have access to that email in the event the sender is out of the office.

Look for our next tip in the upcoming weeks on the Referral Process.

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

Thank you,
The QR Team

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