



Pave the Way[®]


No Network, No Problem

What to Know About Accessing Your Providers

Understandably, there can be confusion about accessing providers when switching to a medical plan like DirectAccess+[™] that doesn't utilize a specific network. By utilizing Pave the Way, you can ensure a smooth appointment and eliminate confusion when trying to access certain providers. Following are answers to questions you may have about Pave the Way.

✓ What Is Pave the Way?

Pave the Way is ClaimDOC's proactive healthcare provider outreach program. It helps ensure access to the providers you choose. When you nominate a provider, a ClaimDOC member advocate will contact them to ensure they have the information they need for the insurance plan.

 Although it's not a requirement, completing the Pave the Way process before your appointment can eliminate questions your provider may have about the plan.

✓ How Do I Initiate Pave the Way?

The portal is the quickest way to nominate providers and start Pave the Way. Once registered, nominate any provider you or family members on the plan will see.

✓ Why Should I Use Pave the Way?

With DirectAccess+, you have the freedom to choose any provider you wish, whether it is a primary care physician, specialist, clinic or facility. Pave the Way is a tool to help ensure that access. All benefits are paid at the same benefit level and there are no out-of-network penalties. As long as your provider agrees to submit claims to your plan administrator, you are only responsible for applicable copays, coinsurance and deductible.



Register for the Portal

Start submitting provider nominations with the portal **BEFORE** your first appointment.

portal.claim-doc.com



Email a Member Advocate
membersupport@claim-doc.com



Call a Member Advocate
888-330-7295



Hours of Operation
Monday - Friday 7 AM - 6 PM CST