



# Procedure Success

Whether your doctor has recommended a specialist and facility, or if you are needing assistance locating one, contact your ClaimDOC Member Advocate as we are here to ensure both the facility and doctors have all of the necessary information regarding your insurance plan.

## ✓ Pave The Way® — 94% Acceptance Rate

The partnership of your health plan and ClaimDOC has shown great results! We have brought together hundreds of members and doctors, and have made the billing process easy for patients and efficient for providers. While the speed of acceptance is mainly dependent on the provider's response time, the ClaimDOC Member Advocate are dedicated with their follow up. Provider nominations capture a small number of the providers that are currently submitting claims to your health plan, and these statistics will continue to change through the plan year.

## How it Works

If you have a new provider, an upcoming procedure, or need for a specialist, call your ClaimDOC Member Advocate today for smooth access and services.



Freedom to Nominate  
any provider with an  
open-access plan



1 Use the portal to start  
Pave the Way® with a  
Provider Nomination



2 ClaimDOC Member  
Advocates educates  
providers on the plan



3 Member's first  
appointment with  
provider goes smoothly



Email a Member Advocate  
[membersupport@claim-doc.com](mailto:membersupport@claim-doc.com)



[portal.claim-doc.com](http://portal.claim-doc.com)



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