



PREFERRED CARE®

The Innovative Health Care Delivery Solution

Preferred Care, Inc's Toll Free Number is (800) 222-3085

*** * * For Claim Status Inquiries please press "3" on our message prompt* * ***

INSTRUCTIONS FOR HAVING CLAIMS PAID QUICKLY AND EFFICIENTLY

Preferred Care acts as a Third Party Administrator and processes the charges for this coverage on behalf of QBE. This coverage is not a liability policy, it is in place to assist you with your medical bills only. There are three pieces of information that Preferred Care needs to pay your claim. They are:

- 1) A Completed and Signed QBE Accident Claim Form
- 2) Itemized Bills From Your Medical Care Provider.
- 3) Your Primary Carriers Explanation of Benefits (EOB's)

1) Completing the QBE Accident Claim Form:

Included with this packet is the QBE Accident Claim Form. In the event of an injury, please complete the following:

Part I - An official at the school must complete and sign "Part I".

Part II - The insured, or the insured's parents or guardian must complete and sign "Part II". Since this is excess coverage the insured primary medical insurance is a vital piece of information in "Part II"

The quickest and easiest way to get #2 and #3 below to our office is to simply provide Preferred Care's information to your medical provider and have them bill PCI as the secondary payor. Otherwise you can do the following:

2) Your Medical Care Provider's Itemized Bills:

Preferred Care needs to see the itemized bills from your provider to confirm that the procedures being performed are appropriate for the injury sustained as well as that the amount charge is a reasonable rate. These bills are often referred to as a "HCFA" from a doctor's office and a "UB92" from a hospital. You can either send these bills in to our office yourself or request the provider to send them to Preferred Care directly.

3) You Primary Carrier's Explanation of Benefits:

This coverage is designed to be "excess" or your primary insurance, meaning that QBE will pay for the out of pocket expenses from your primary coverage (deductibles, co-payments, etc) up to the policy limits. For Preferred Care to determine what your primary insurance has not paid, we need to see your primary carrier's explanation of benefits. Your primary carrier should automatically provide them to you, if they do not, contact them and ask for them, they are required to provide them to you.

Once the claim form has been completed, please mail it and any other pertinent information to our office at :

Preferred Care, Inc.
1300 Virginia Drive, Suite 315
Fort Washington, PA 19034

If you have any questions or concerns, please do not hesitate to contact our staff:

Claim Status

Wadiyah Blackman, Customer Service Representative, ext 11329

Claims Administration

Maureen Renson, TPA Operations Manager, ext. 11327

Account Manager

Patrick McGovern, Marketing Director, ext 11320