

Patient Portal Check and Authorization Confirmation

Dear Patient,

Please use the steps below to assist you in confirming payment and authorization information that may have been provided by your Physician, Midwife, and /or Favored Medical Billing.

Confirming Check Information:

Please follow the steps below to confirm payment and claims processing.

- Contact your insurance plan by calling the member service number located on the back of your insurance card
- Choose member service from the automated system
- If prompted choose the option for claims
- Provide your ID number and date of birth through the automated system
- Press 0 to speak with a live representative, you may need to confirm your Name, ID Number and Date of Birth to the representative
- Inform the representative you are calling to confirm payment and claim processing
 - The Representative May Ask:
- The provider name which will be the Midwife, Doula and/or Physician. (The claim may also be listed under the practice name)
- The date of service is the date care was provided. In Maternity cases the claim may begin with the first date you were seen by the provided OR the date you gave birth (NOT having the exact date will NOT prevent you from obtaining the information).
- The billed amount is the amount placed on the claim for services rendered. Based on the care provided the claim will range from: (all claim amount may not apply) (NOT having the exact date will NOT prevent you from obtaining the information).
 - Mother Provider Claim 3850.00 – 9050.00
 - Mother Birth Center Facility Claim 8000.00
 - Infant Provider Claim 485.00-890.00
 - Infant Birth Center Facility Claim 9400.00
- Once the representative has found the claim, Ask the following questions:
 - What is the check amount?
 - What is the check date? (The check is the date the check was printed, it is then usually mailed in 3-7 business days from the check date)
 - What is the check number?
 - Was the check mailed to me, the member or my provider?
 - What address was the check mailed to?
 - Is the check still outstanding? IF the check is still outstanding this means the check has NOT been cashed IF the check has been cashed ask the representative to pull an image of the check and confirm who cashed the payment
 - Obtain the representatives name and reference number for the call for your records
 - IF the check should have been mailed to you BUT was sent to your provider, Please contact your provider directly for pick up arrangements

Confirming Authorization Status:

Please follow the steps below to confirm authorization status.

- Contact your insurance plan by calling the member service number located on the back of your insurance card
- Choose member service from the automated system
- If prompted choose the option for authorization
- Provide your ID number and date of birth through the automated system
- Press 0 to speak with a live representative, you may need to confirm your Name, ID Number and Date of Birth to the representative
- Inform the representative you are calling to confirm authorization status
 - The Representative May Ask:
- The provider name which will be the Midwife, Doula and/or Physician. (The claim may also be listed under the practice name)
- For the authorization number, IF you have been given an authorization number please provide it.
- What the authorization is for
- Once the representative has found the authorization, Ask the following questions:
 - Has the authorization been approved
 - IF denied ask for the reason the authorization was denied
 - What is the authorization number (IF you do not already have it)
 - What is the effective and termination date of the authorization(make sure the dates will cover the care you are receiving or plan to receive)
 - Is the authorization to cover my services in network or also known as gap exception?
 - Is the authorization to cover my services out of network?
 - Will myself or the provider receive a hard copy of the approval? (once the hardcopy is received confirm that the information reads as it should to ensure the proper coverage).