



Admissions Guide

EVERYTHING YOU NEED TO KNOW





Admitting a Best Doctors patient is easy...

SIMPLY FOLLOW OUR 3 STEP GUIDE

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INFORMING BEST DOCTORS

How do I make a notification?

Best Doctors Notification Center is open 24 hours a day, 7 days a week.

Every person insured by Best Doctors has a personalized Best Doctors **insurance card**. This card provides the information you need to complete a notification and verify eligibility for benefits.

WHO SHOULD I CONTACT?

Please call our Notification Center with the following member information:

- ◆ Patient name
- ◆ Date of birth
- ◆ Policy number
- ◆ Diagnosis
- ◆ Estimated length of stay
- ◆ Proposed treatment
- ◆ Estimated cost (if available)
- ◆ Medical records.

WHEN SHOULD I NOTIFY?

- ◆ In case of medical emergency, please notify Best Doctors within **48 hours** from the time the patient received service.
- ◆ For elective admissions, scheduled inpatients, outpatient surgery, scheduled MRI, CT services and other procedures, notify Best Doctors at least **72 hours** prior to the service date.

NOTIFICATION CENTER

CALL USA COLLECT 1 305 269 2521

USA TOLL FREE 1 866 902 7775

FAX 1 800 476 1160

TRINIDAD AND TOBAGO TOLL FREE

1 888 826 9630 OR

AFTER HOURS ONLY 868 290 6406

EMAIL precert@bestdoctors.com

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WHAT IS THE PROCESS?

Obtaining benefits approval

HOW TO VERIFY ELIGIBILITY OF COVERAGE?

Once notified, Best Doctors will issue a letter of benefits and/or a letter of guarantee, confirming the patient's demographic information and detailing:

- ◆ Policy expiry date
- ◆ Deductible amount (patient responsibility)
- ◆ Limits of coverage
- ◆ Exclusions (if applicable)
- ◆ Approved medical procedure and related costs.

This is an important step to ensure that the insurance benefits are still active and that the patient complies with the corresponding deductible amount.

The letter of benefits will be issued the same day you submit a notification, as long as all the information requested by Best Doctors has been received by the Notification Center.

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HOW, WHEN AND WHERE

How do I submit
a claim?

THE PROCESS TO FOLLOW

Please submit the following information:

- ◆ Original itemized bills
- ◆ Medical records that Best Doctors considers necessary
- ◆ Any available police report (if applicable)
- ◆ All claims submitted will be processed within 10 to 21 working days after receipt of all required information.

WHERE TO SUBMIT CLAIMS?

Within USA

Best Doctors Claims Center
5301 Blue Lagoon Drive, Suite 620
Miami, Florida 33126

Within Trinidad and Tobago

Best Doctors Claims Center
c/o Global Financial Brokers
92 Tragarete Road
Port of Spain, Trinidad
W.I

WORKING TOGETHER

Best Doctors®
and you

Your hospital has joined the international medical community of over 30,000 Best Doctors Centers of Excellence that strive to continually advance the standards of medical care.

Best Doctors Centers of Excellence were created to steer our members to high-quality hospitals that are likely to provide best results with respect to specific conditions or procedures. These hospitals receive active promotion from Best Doctors for their important role.

Part of this support for hospitals here is a **local Clinical Coordinator**, who will work collaboratively with you to ensure transparency, speedy payment and patient satisfaction.

YOU ARE PART OF MAKING A DIFFERENCE

As a representative of a selected Best Doctors Center of Excellence, we ask that you continue to provide the exceptional service you believe in. When caring for Best Doctors' patients, please:

- ◆ Always give the same level of service that you would want for your own family or loved ones, and
- ◆ Collaborate with the highly-skilled Best Doctors Clinical Coordinators, who will partner with you to ensure the very best outcomes for the patient.



CENTER OF
EXCELLENCE



ABOUT BEST DOCTORS

Founded in 1989, Best Doctors is a global organization dedicated to offering ordinary people access to the very best diagnosis and most advanced treatment the medical profession can provide.

It has grown from the vision of two Harvard Medical School Professors who wanted to make the biggest difference to the most people. They believed no-one should suffer when someone, somewhere had the knowledge to help them.

Over 15 million people in 30 countries now have access to Best Doctors.



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www.bestdoctors.com

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