

Query Types Information

Billing

- Premium - Discrepancy in paid through date; Organisation/member not in agreement with paid through date.(Please submit member's statement if applicable)
- Billing - Non-receipt of billing, request to receive a re-printed copy
- Calculation - Organisation is not in agreement with the amount due on billing.

Incorrect Data

- Name - Incorrect name captured on document (kindly attach any form of identification for member if applicable)
- Spelling - Incorrect spelling of information on document (kindly attach any form of identification for member if applicable)

Cancellation

- Query on why cancellation was processed or effective date of cancellation

Fees

- Administrative / Reimbursement Fees - Request to review amount previously paid/ enquire about an overdue admin fee payment

Coverage

- Plan - Discrepancy on plan type selected/effective date of plan type chosen
- Rates - Discrepancy in rate applied to determine premium due; Organisation not in agreement with rate applied or effective date of new rate.
- Effective Date - Discrepancy in effective date; CU not in agreement with effective date.

Claims

- Benefit Payment: Additional proof would be required to review a claim e.g.: Plan Change form, Employment Report, Member's Statement, required/requested information not previously submitted
- Rejected Disability: A new T&P Claim Report will be required. Additional Medical Records/Reports
- Rejected CI: A new CI Claim Report will be required. Additional Medical Records/Reports.

