



Frequently Asked Questions: Authorization Forms

1. Why are these forms necessary?

HIPAA privacy laws require that you authorize DirectPath in writing to talk to your doctor, hospital or insurance company on your behalf. DirectPath cannot obtain information about your issue without this written authorization on file.

2. Can my DirectPath Advocate assist me without my signing an authorization form?

Yes, your Advocate can answer many general benefits questions without a need for an authorization form.

3. How many different forms are there? Why are there so many forms?

Following are explanations for the three different types of authorization forms, and the reasons for each.

- The DirectPath authorization form has the DirectPath logo on it. We send the completed form to providers (doctors or hospitals) before we speak with them about your issue.
- Your insurance company or third party administrator (payor) may also have their own form. That is the form with their name on the top. They will only accept their form. This has to be completed and sent to the payor before DirectPath speaks with them about your question or issue.
- If you call DirectPath about someone else, that person has to authorize DirectPath to talk to you. That form is labeled: "Form to use when someone calls DirectPath about another person". (Example: a woman would use this form if she wants to call DirectPath about an issue involving her husband.)

4. Who has to complete the forms?

We need a completed DirectPath and insurance company form for every member of your family who has an issue that we need to resolve. This includes children. If the child is under age 18, the form should be signed by one of the parents. If the child is over 18, they should sign their own form.

5. When do we complete the forms?

You can complete the forms at any time and fax them to DirectPath at (414) 271-1795 or email the signed form to advocate@directpathhealth.com. We do need the forms completed and signed before your Advocate can work on an issue that requires us to contact another party.