

# The Real Story...

## Caring Service: Carolyn's Story

Being stuck between a rock and a hard place is one thing. As Carolyn, an employee at a national airline, learned, being stuck between your doctor's billing office and your insurance plan is worse.

"I just couldn't get anyone to listen. I had been trying to work on the issue for 5 months, and the representatives at both offices kept pointing at each other. My insurance plan said they paid the claim, and my doctor's office said they didn't receive it. That's when my human resources manager reminded me that we have Patient Care."

Carolyn's Advocate stepped in and listened to her situation. The Advocate then went back to request copies of all of the documentation to prepare both sides for a joint discussion about payment. Both sides reached resolution within 48 hours.

"I wish I had called Patient Care sooner. My Advocate was so caring about my situation, and he kept me in the loop so I didn't have to worry. I just felt like a weight had been lifted as soon as I called."