

Carrier Reminders

Last Modified on 07/25/2025 5:23 pm EDT



Carrier Reminders

Insurance

- Carrier: Insurance Company Name
- Policy #: Enter what is on the card
 - If policy number is not available, input "Still Need" in policy number field
- Group #: Enter what is on the card
 - If group number is not available, enter "Still Need" in the group number field

Self-Pay

- Billing Method: Select "Self-Pay"
- All other insurance areas will be greyed out.

Special Payers/Charities

- Carrier: Search and select the payor name
 - **NOTE: The following locations will not accept referrals from charity or non-profit organizations effective 04/01/2024**
 - Chevy Chase
 - Bethesda
 - Park Potomac
 - Arlington
 - Germantown
- Carrier: Search and Select Charity Name
- Policy #: Enter "Charity"
- Group #: Leave blank

Patient Unable to Provide or Confirm Insurance Information:

- Patient has insurance but is unable to provide or confirm their plan information at the time of scheduling
- Update Billing Method to "Self-Pay"
- Advise the patient that they will be listed as self-pay until their insurance information is provided
- Offer to send a SecurePic link via SMS or email so patient can securely send a picture of insurance card

- Add note in Order Notes
 - Example: PT UNABLE TO CONFIRM INS AT TIME OF SCHEDULING - LISTED AS SELF-PAY UNTIL INS INFO CAN BE CONFIRMED

Patient Knows Carrier Name but Doesn't Have Insurance Card:

- Patient knows the name of their carrier, but it doesn't have their card to provide policy and/or group numbers
- Carrier: Insurance Company Name
- Policy #: Enter "Still Need"
- Group #: Enter "Still Need"
- Offer to send a SecurePic link via SMS or email so the patient can securely send a picture of their insurance card
- Add Note in Order Notes:
 - Example: PT UNABLE TO CONFIRM POLICY/GROUP AT TIME OF SCHEDULING

Insurance Plan not found in eRAD:

- Insurance plan provided by patient is not found in eRAD at all OR, the plan provided is not in eRAD with the correct carrier code/prefix
- Carrier: Search and Select "WRA Unknown Insurance" or Carrier Code WRA1128
- Policy #: Enter number on card
- Group #: Enter number on card
- Offer to send SecurePic link via SMS or email so patient can securely send a picture of insurance card
- Add Note in Order Notes: Listing name of insurance company
 - Example: PT INS [CARRIER NAME] NOT LISTED IN eRAD

REMINDER:

Verify or Enter Information for Carrier, Policy # and Group #

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