

Insurance Discussion Guide

Whether you're at the beginning stages of the prior authorization process for your recommended surgery with the **coflex®** device or are going through an appeal, you may have several questions for your insurance provider.

Regardless of the status of your case, self-advocating with your provider can be a powerful and effective tool in influencing how your case is managed.

Here are some tips for speaking with your insurance provider about your case and examples of questions you may want to ask your provider. This list is intended to provide you with some ideas to start.

Helpful Tips

- Prior to calling your insurance provider, many people find it helpful to have a clear goal for the conversation and what you would like the resolution to be. Here is a list of some goals that you may have:
 - Learning about next steps in the benefits verification process for your case
 - Having your case expedited
 - Gathering more information about the reason your case was denied
- When you call the general customer service line (often located on the back of your insurance card), tell the agent who answers your call that you've received a denial and request to speak with a supervisor.
- At the end of your call, always request a call number associated with that specific phone call (the agent should be able to provide this to you). Also capture and record the agent's name, date and time of the call.
- It is helpful to keep a log (with the above information) of all phone calls that you make to your insurance provider. If your case continues to be denied and you want to pursue an external appeal, the log of all phone calls becomes evidence that can be used to support your case.

Questions to Ask Your Insurance Provider

- What is the current status of my case?
- Can I get my case expedited?
- Can you provide me with more information about why my surgery was denied?
- What additional information do you need from me to help?
- What is the next step in the benefits verification process and what is the timeline?

Notes
