

MissionSafe

CLAIMS SERVICE

At MissionSafe, we strive to provide our partners with unmatched service and advocacy in the claims process. Please review the information below for an outline of the claims service MissionSafe offers to our partners.

The role of MissionSafe is to...

- **Facilitate:** We strive to facilitate an efficient and smooth flow of information and documents from the insured to the insurance company. We...
 - Provide a direct channel and assist with the delivery of documents (*i.e. Claim Form, Primary EOBs, Medical Records, Receipts*) from the insured directly to our insurance carrier representative(s), and
 - Convey requests and information from the insurance carrier back to the insured or their representative
- **Advocate:** We act as an advocate for our clients, helping to ensure they are...
 - Educated on the claims process
 - Filling out claim forms correctly
 - Providing sufficient documentation to satisfy the insurance carrier's requirements

MissionSafe does not...

- **Make decisions:** We do not make decisions on whether a claim is approved or denied.
- **Appeal a claim:** Once the insurance carrier has made a decision and an appeal is necessary, MissionSafe will connect the insured directly to a representative of the insurance company.