



COORDINATION OF BENEFITS UPDATE

1. Call your health insurance provider(s). The number for customer service should be on the back of your insurance card, but if you are having trouble locating a number contact our billing department and we will be happy to provide you with a number.

2. Tell the representative you are calling to update your coordination of benefits. They will typically have a few questions for you that will likely include asking for any additional insurance coverage information, as well as demographic information such as your address and phone number.

3. Ask the representative to reprocess any pending claims with Central Stat Care.

4. Most importantly, before you disconnect **ASK THE REPRESENTATIVE FOR A REFERENCE NUMBER FOR YOUR CALL!** This number will serve many purposes, but most importantly it protects you, the patient, from potentially being stuck with a bill from Central Stat Care if your insurance company doesn't reprocess the pending claims as you requested. **WRITE THE REFERENCE NUMBER, REPRESENTATIVE'S NAME, THE DATE & TIME OF YOUR CALL HERE:**

5. Almost done! Get this information to Central Stat Care ASAP! You can call us at (225) 261-4493 option 1, email us at billing@statcareclinics.com, stop by either of our locations, or send this information in the mail. Just make sure you include the patient's name so we know where to store the information. Our mailing address can be found below.

Central Stat Care

Billing Department

11055 Shoe Creek Drive

Baton Rouge, LA 70818

(P): (225) 261-4493 Option 1

(F): (866) 657-2791 Attn: Billing