

Claim Resolutions Process

1. Contact PreferredOne's Customer Service Department at (763) 847-4477 and explain your claim issue to a Customer Service Representative.
2. If you are not satisfied with the answer from the Customer Service Representative, ask to speak to a Customer Service Supervisor.
3. If you are still not satisfied with PreferredOne's Customer Service, please complete the Claim Resolution Request form.
4. Send the completed Claim Resolution Request form to Chase Ambrosia email at cambrosia@corphealthsys.com or fax the form to (952) 873-7144. Please include your Explanation of Benefits along with this completed form.
5. If you have a chronic condition, you may request a Case Manager when you call PreferredOne's Customer Service Department.
6. Please allow a week for Chase Ambrosia, Corporate Health Systems Senior Benefit Consultant to respond to your PreferredOne medical or service issue.

Thank you.

Claim Resolution Request Form

Employee Name: _____ PreferredOne Member ID: _____

Patient Name: _____ Relationship to Patient: _____

Contact Information:

Phone Number: _____ Email: _____

Have you called PreferredOne?

Date and Time: _____

Service Representative's Name: _____



Description of the Medical or Service Issue.



If you are having a prescription drug issue

What is the name of the drug: _____

What is the dose prescribed: _____

Description of Prescription Drug Issue.
