WORKSHEET 14

INSURANCE CALL LOG

Visit **www.LLS.org/CaregiverWorkbook** to access all chapters and worksheets.

Keep a record of every time you call or communicate in any form with the health insurance company. You may have questions about coverage, need to file a claim, or need to obtain a preauthorization for a test or treatment. You can use the call log below to keep track of calls so you can reference the information later.

Follow up with the insurance company to confirm that all the required steps in any process are completed. Remember to submit all information you are asked to provide, too. If the representative provides a case or a reference number, add this in the "notes" column here for easy follow up.

DATE	NAME OF REPRESENTATIVE	REASON FOR CALL	NEXT STEPS	NOTES