Query Types Information

Billing

- Premium Discrepancy in paid through date; Organisation/member not in agreement with paid through date.(Please submit member's statement if applicable)
- Billing Non-receipt of billing, request to receive a re-printed copy
- Calculation Organisation is not in agreement with the amount due on billing.

Incorrect Data

- Name Incorrect name captured on document (kindly attach any form of identification for member if applicable)
- Spelling Incorrect spelling of information on document (kindly attach any form of identification for member if applicable)

Cancellation

Query on why cancellation was processed or effective date of cancellation

Fees

 Administrative / Reimbursement Fees - Request to review amount previously paid/ enquire about an overdue admin fee payment

Coverage

- Plan Discrepancy on plan type selected/effective date of plan type chosen
- Rates Discrepancy in rate applied to determine premium due; Organisation not in agreement with rate applied or effective date of new rate.
- Effective Date Discrepancy in effective date; CU not in agreement with effective date.

Claims

- Benefit Payment: Additional proof would be required to review a claim e.g.: Plan Change form, Employment Report, Member's Statement, required/requested information not previously submitted
- Rejected Disability: A new T&P Claim Report will be required. Additional Medical Records/Reports
- Rejected CI: A new CI Claim Report will be required. Additional Medical Records/Reports.



QUERY FORM (PLEASE SEE OVERLEAF FOR INSTRUCTIONS)

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