



SERVICE AND CONTACTS DIRECTORY by Department

In order to serve our Agents efficiently and without delays, we have created the following quick reference guide that will help you channel your inquiries and requests through the appropriate department when contacting us.

Department	Type of Inquiry	Contact
Underwriting	<ul style="list-style-type: none">• Insurability related questions• Cases under consideration, uninsurable risks• Medical information about the underwriting process	canada@bestdoctorsinsurance.com
Policy Processing	<ul style="list-style-type: none">• New business• Changes requiring medical evaluation• Non-automatic enrollments	canada@bestdoctorsinsurance.com
	<ul style="list-style-type: none">• Send proof of payment• Changes that do not require medical evaluation• Automatic enrollment	canada@bestdoctorsinsurance.com
	<ul style="list-style-type: none">• Issuance of documents for new business, renewals, changes or duplicates	canada@bestdoctorsinsurance.com
Patient Services	<ul style="list-style-type: none">• Coordination of medical appointments• Expert Medical Opinion• Assistance with prescription orders• Elite Navigator• Specialist referrals• Medical care follow-up	canada@bestdoctorsinsurance.com
Precert	<ul style="list-style-type: none">• Medical coordination for endorsement letter• Policy coverage• Notifications• Pre-certification of services• Providers network	canada@bestdoctorsinsurance.com
Claims	<ul style="list-style-type: none">• Submitting documentation to file a claim/ reimbursement• Online claims	canada@bestdoctorsinsurance.com
Customer Service	<ul style="list-style-type: none">• General inquiries• Claim status• Coverage letter• Claims appeals• Sending pending information to process a claim• Member portal inquiries	canada@bestdoctorsinsurance.com

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Account Management	<ul style="list-style-type: none"> • Status of commissions • Changes to the commission structure • Reports and analysis of your portfolio • Coordination and planning of seminars • Agent Portal and product webinars and trainings • Internal procedure 	Please contact the Account Manager assigned to your agency directly or email us at Canada@bestdoctorsinsurance.com
Agent Contracts	<ul style="list-style-type: none"> • Registration and issuance of Agent contracts • Change of Agent • Update banking information • Update demographic information 	canada@bestdoctorsinsurance.com
Providers	<ul style="list-style-type: none"> • General inquiries about providers • Direct payment follow-up • Direct payment claim status • Hospital statements • Agreements 	canada@bestdoctorsinsurance.com
Client Retention	<ul style="list-style-type: none"> • Policy renewal process • Reinstatement of policies older than 60 days • Review cases with specific characteristics • Courtesy calls • Detailed portfolio analys 	canada@bestdoctorsinsurance.com
Corporate Groups	<ul style="list-style-type: none"> • Policy administration and creating groups • Billing and recording payments in the system • Premium reimbursements • Enrollment and exclusion of members • Policy changes (payment frequency, address for groups and subsidiaries,update personal and contact information, cancellations) • Issuance of documents (coverage conditions, welcome kits, coverage certificates, ID cards, renewals, censuses, premium reimbursement) • General inquiries • Claims status • Proof of insurance letters • Claims appeals • Sending pending information to process a claim 	canada@bestdoctorsinsurance.com
Agent Portal	<ul style="list-style-type: none"> • Unlock password • Reporting an error • Support with login issues • Agent Portal inquiries 	AgentPortalHelp@bestdoctorsinsurance.com
	<ul style="list-style-type: none"> • Portfolio information • Online quotes and requests • Prepaying a deductible • General information about documents and policies • Download and print ID cards • Information on commissions • Review and process premium payments • Check claim status and view EOB 	https://agentportal.bestdoctorsinsurance.com
Member Portal	<ul style="list-style-type: none"> • Unlock password • Notify errors in the Member Portal 	BDportal@bestdoctorsinsurance.com
	<ul style="list-style-type: none"> • General information about documents and policies • Download and print ID cards • Plan information and coverage certificates • Review and process premium payments • Check claim status and view EOBs • Access to online resources (documents/procedures) • Update personal information (email address, phone number) 	https://memberportal.bestdoctorsinsurance.com