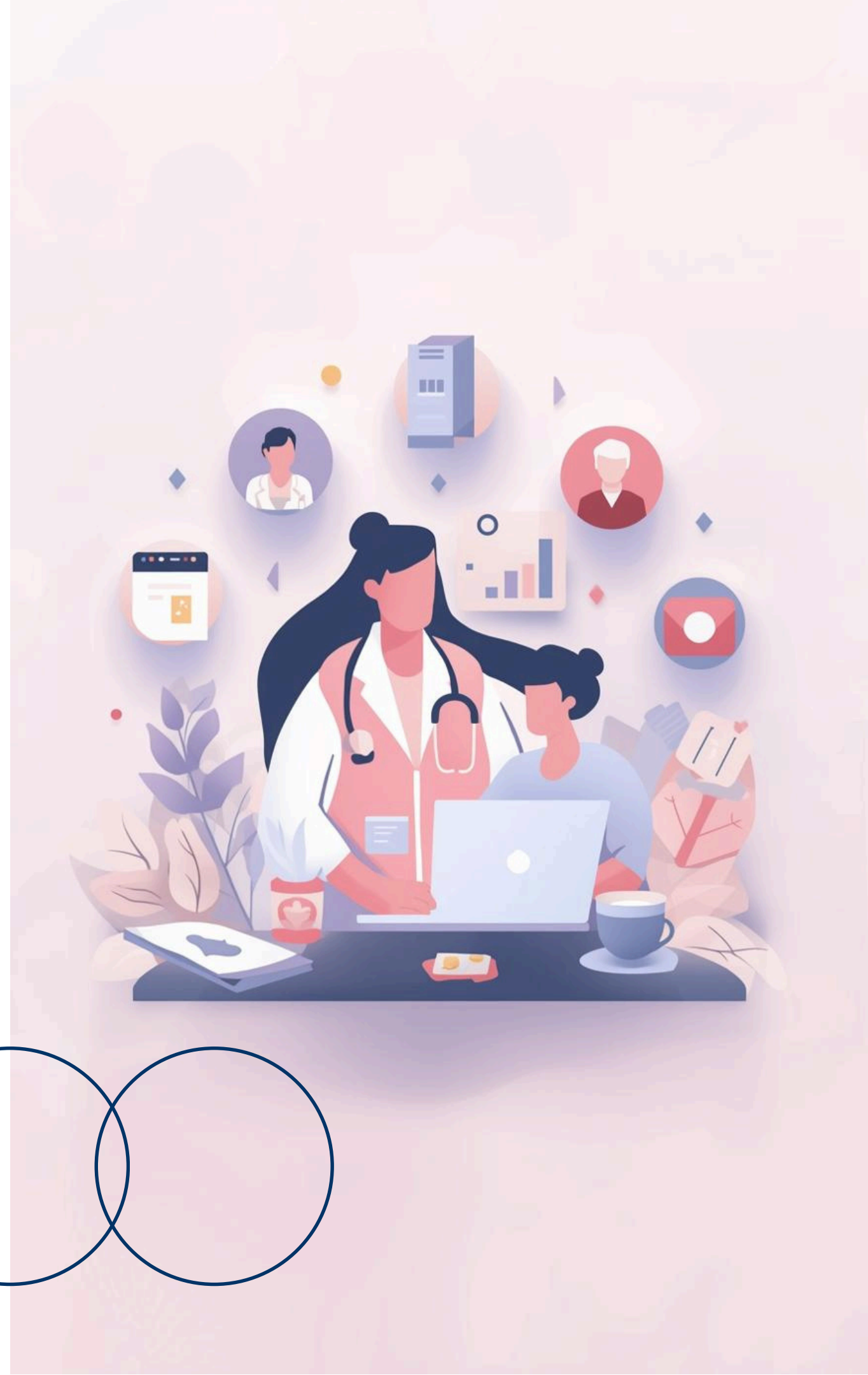
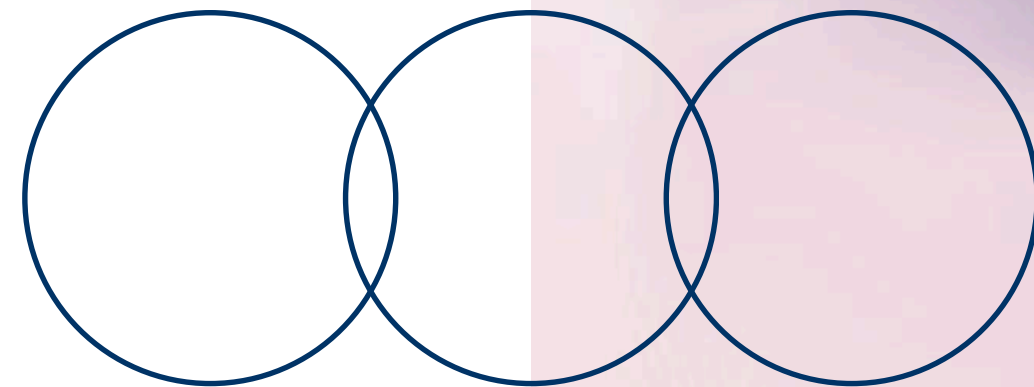


(YOUR COMPANY NAME)

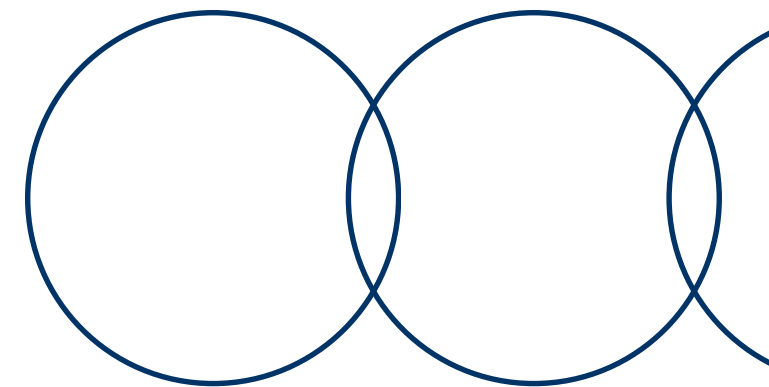
Network & Doctor Lookup Training

Presented



Why Network Verification Matters

Preventing Client Issues



“

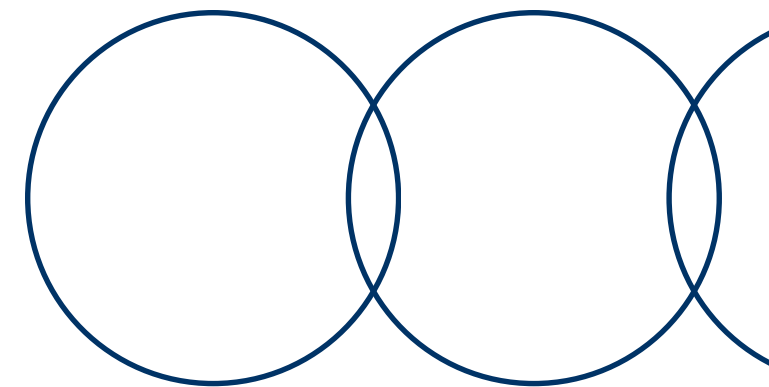
"If the doctor isn't verified, the plan isn't verified, ensuring both client and agent protection."

– Key Takeaway

Understanding Provider Networks

Contracted Doctors and Facilities

A provider network comprises **contracted doctors**, hospitals, and facilities that work together. Understanding these networks helps agents guide clients effectively and ensure optimal healthcare options for their needs.



Common Network Types

Understanding the different
healthcare plan structures available

HMO Plans

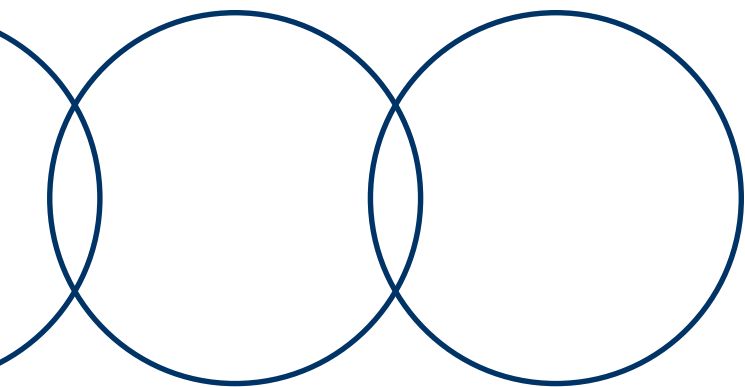
Health Maintenance Organizations (HMOs) require members to select a primary care physician (PCP) and obtain referrals for specialists.

PPO Plans

Preferred Provider Organizations (PPOs) offer flexibility, allowing members to see any doctor without referrals, but typically at higher costs.

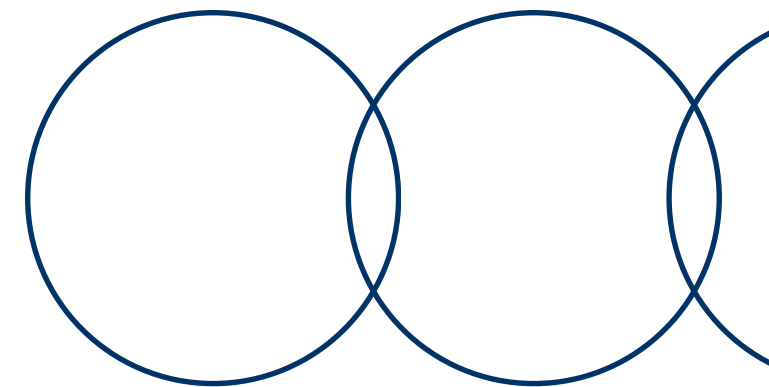
EPO Plans

Exclusive Provider Organizations (EPOs) do not require referrals but have a limited network, meaning out-of-network care is usually not covered.



When to Verify Providers

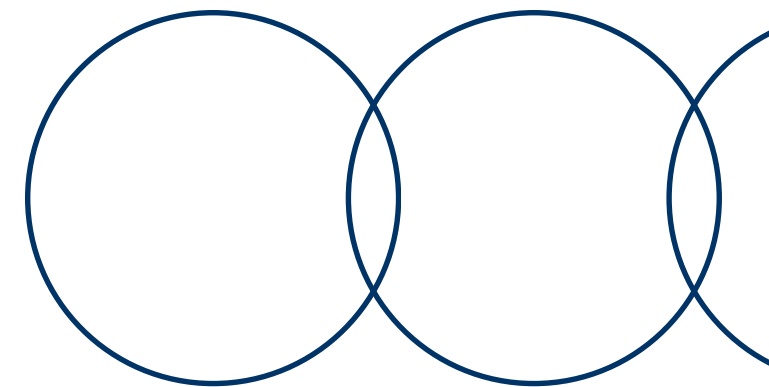
Ensuring Client Satisfaction



Information Needed

Essential Client Details

When verifying providers, ensure you collect key information from clients: the doctor's or facility's name, city, state, and specialty if applicable. This accuracy **ensures successful verification**.



How to Verify

Using Carrier's Official Search Tool Effectively

Confirm Doctor

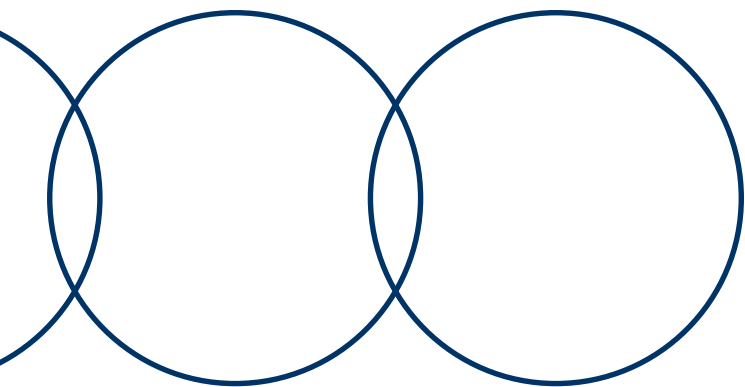
Always verify the doctor's name to ensure accuracy before discussing options with clients regarding their healthcare plans.

Check Location

Ensure you confirm the office location, as some doctors may have multiple practices or change locations frequently.

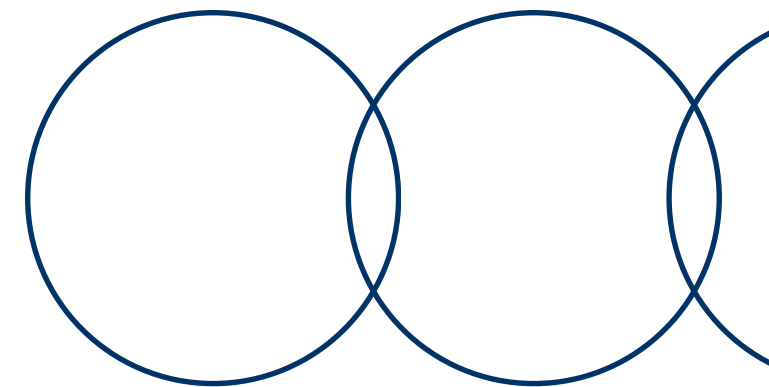
Validate Network

Verify the network affiliation and plan year to prevent any misunderstandings regarding coverage and benefits for clients.



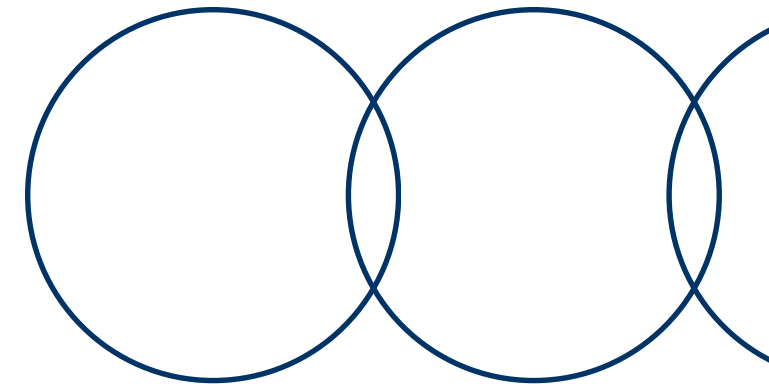
Private Plan Verification

Confirm Participation Directly



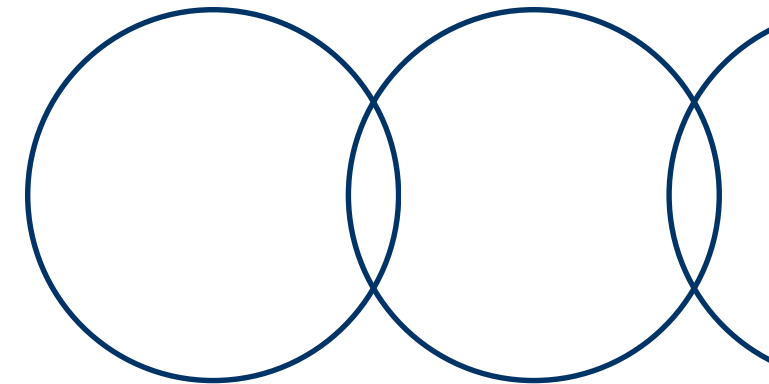
Communicating Results Effectively

Best Practices for Agents



Best Practices for Verification

Ensuring Accuracy and Confidence



Summary of Key Takeaways

Protects the Client

Verification ensures clients receive accurate information about their healthcare providers, **ultimately maintaining trust** in the services provided.

Builds Confidence

Screen sharing during verification fosters transparency and **increases client trust**, making clients feel more secure in their healthcare decisions.

Protects the Agent

By verifying providers, agents decrease the risk of errors, **enhancing their credibility** and professional reputation within the industry.

Verify Again

When uncertain, agents should always **reconfirm provider status**, ensuring that clients receive the most accurate and up-to-date information.

Any questions for us?

Feel free to reach out for further clarification

