



Managing Your Communications

Keeping a written record of all communication (letters by mail and fax, emails, phone calls and in-person meetings) related to your medical care, insurance questions and appeals is very important.

Use the worksheet below to help you stay organized. It's a good idea to complete each entry as soon as possible after the communication so that you can recall the details most accurately.

Use the example on page 2 as a guide.

Communication Log

Date	Communication Type	From	To	Details	Action

Communication Log (Example)

Date	Communication Type	From	To	Details	Action
7/12/2016	Letter	Blue Cross	Me	Requested missing claim information	Contact my provider to request information and send to BCBS by Friday
7/13/2016	Phone Call	Me	Dr. Johnson	Left voicemail for billing manager, Susan Anderson	Sent follow up email requesting information
7/15/2016	Phone Call and Email	Me	Susan Anderson, doctor's office	Left 2nd voicemail	Sent follow-up email to Susan Anderson and faxed copy of email to Blue Cross
7/17/16	Phone Call	Me	Susan Anderson, doctors office and John Brown, Blue Cross	Spoke to Susan who said she sent information to John Brown at Blue Cross by email today	Made follow-up call to John Brown and left voicemail
7/20/16	Fax	Me	John Brown, Blue Cross	Sent copy of re-submitted claim from provider to John Brown, Blue Cross	