Medical Billing Professionals Support Suite

Insurance Verifications for Platinum Service Providers

2026-01-06 - Medical Billing Professionals - Comments (0) - General

Insurance Verifications for Platinum Service Providers

This notice is for our Platinum Service providers who are requesting insurance verifications. This time of year the hold times with insurance payers is MUCH longer than usual (as many providers are calling in for 2026 benefits).

Because of this we may be unable to provide benefit info by the next business day. It may take 2-3 business days for us to be able to get through to a payer to obtain benefit info so please be patient.

If time is of the essence you will have to contact the payer yourself. Otherwise, if it has been 5 business days since you requested that we verify and you have not received a response, feel free to then email us. If it has been less than 5 days, please do not send an email asking for status.

Thanks for your understanding.
Steve