



**SCHWABACHER HEALTH INSURANCE CONSULTING, INC. (SHIC)
CLAIMS REVIEW HOTLINE SERVICE AGREEMENT**

The Claims Review HOTLINE provides a detailed analysis and opinion on medical claims issues referred for review. The HOTLINE written analysis is billed on an hourly basis of \$140.00. Claims are handled, if possible, at the Claims Specialist's level, however some may be referred to physician consultants for review, at different fee schedules (varies by specialty). All fees are subject to change.

The HOTLINE provides free pre-screening, by telephone, prior to submission. If we feel in-depth review by our staff is warranted, we will suggest that you send the claim to our HOTLINE Specialists. We will also advise you of any specific information we may need to aid in our evaluation.

The HOTLINE Service is designed solely to provide any analysis and an opinion to you, as the administrator of the claim. SHIC will render a professional opinion based on the information provided to us. It is your responsibility as the claims administrator to render a final decision. We require that you agree to indemnify and hold SHIC (its directors, officers, employees, and subcontractors) harmless from any loss, liability damages and expenses incurred in connection with claims of benefits for which advice is sought, unless it is determined that the liability was caused by dishonest or willful misconduct, bad faith or gross negligence of SHIC.

SHIC's name, address and phone numbers, and the names, addresses and phone numbers of our physician consultants are to remain confidential to our clients and are not to be released to claimants, their physicians or attorneys, or any other party without prior written authorization from SHIC. You may quote freely from our reports in your decision process or correspondence, however, the HOTLINE report is not to be released to the above parties without SHIC's express written permission. The restrictions in this paragraph apply to all employees, officers, director and agents of undersigned company. However, if federal or state law (e.g., HIPAA) requires otherwise, SHIC will comply as required.

HOTLINE services will be invoiced on a monthly basis and bills are to be paid within thirty (30) days of issuance. We may apply 1.5% monthly interest penalty, at our discretion, to all accounts not paid in thirty (30) days. If it is necessary to attain the services of an attorney to enforce this agreement, these fees will also be the responsibility of the undersigned company. This agreement is between SHIC and you, therefore, delayed collection of HOTLINE fees from your clients, if applicable, has no bearing on the timely payment responsibility to SHIC.

To participate in the HOLTINE simply sign and return this agreement acknowledging the terms of our HOTLINE services. In no way does this obligate you to use our HOTLINE services, but will be kept on file so that when you or your employees call us we know that you have read and agreed to the above terms.

Acknowledged:

 (Printed Name/Title)

 (Date)

 Name of Company

 (Address)

 (Telephone#)

 (E-mail Address)

 (Signature)

 (Individual Invoiced for Services)

 (Fax #)