

How to Submit an Eligibility Recheck Request

Guidelines for When and How to Submit an Eligibility Recheck

When Should You Request a Recheck?

✓ New Benefit Year

If insurance was submitted in December and the patient's exam is in January.

✓ 60+ Days Have Passed

If 60 or more days have passed since the last exam or insurance verification.

✓ Info Mismatch

If the Timeline or documents do not match the ISP.

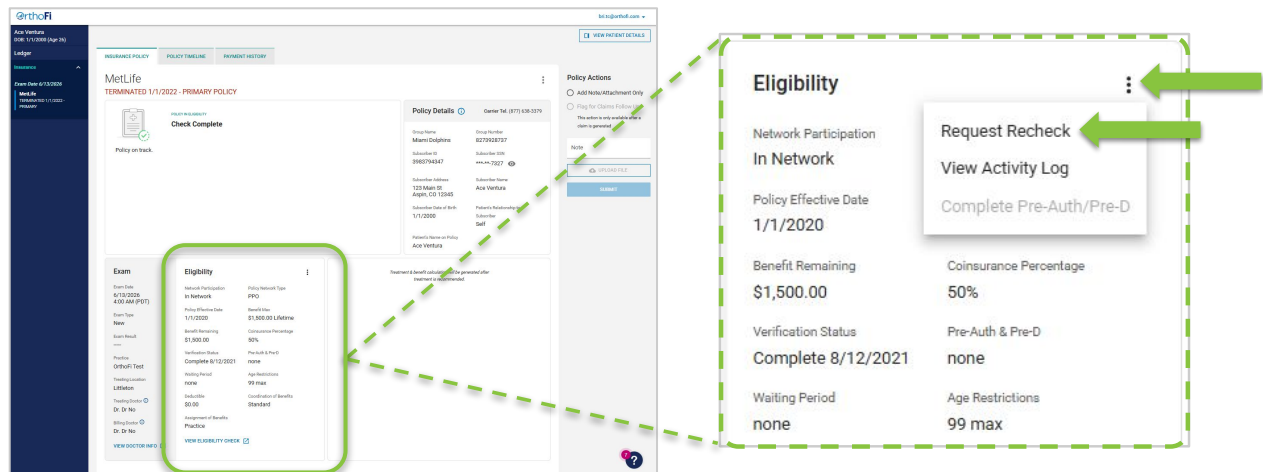
✓ Possible Error

If you believe the verification is incorrect due to prior treatment or another reason.

Note: Rechecks can only be submitted **before** the patient signs a contract.

How to Request a Recheck

1. Navigate to the **Insurance Summary Page**.
2. In the Eligibility section, click the three dots (⋮) and select **Request Recheck**



3. Select a **reason**, add optional **notes**, and click **REQUEST RECHECK** to submit. The request will then enter the queue.*

Request Recheck

Please indicate why this patient's benefits need to be rechecked:

Reason for Recheck

Recheck Reason Notes

CANCEL

REQUEST RECHECK

* Turnaround times vary based on when the request is submitted relative to the exam date. [View turnaround times here.](#)