

Patricia Stone, Stone Ortenberg Support
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Professional Background:

I received a Master's Degree in Health Sciences from Johns Hopkins University. I worked for 7 years at Stanford University Hospital in the areas of hospital marketing and insurance contracting. I then earned my MBA from the London Business School. I established my business in 1992 to support seniors and those facing serious health issues.

What Qualifies me to be a CAP:

My broad background in healthcare gives me a unique perspective. I have worked for large teaching hospitals and worked with many local healthcare resources to resolve my clients' healthcare problems and connect them with appropriate support resources. Many insurance issues I work through are very specialized and I bring in outside resources to make sure the problem is resolved in the best way possible. My focus is on the client and their family and I am tenacious to resolve their medical/insurance issues.

How Long Have I been a CAP:

My business was started in 1992. I joined ACAP in 2008.

Services I provide:

Manage Medical Claims, including following up on denied claims.
File appropriate appeals for denied claims and preauthorized services.
Review insurance plans for client with agents and human resources staff.
Advise on medical insurance options such as long term care plans and transition to Medicare and COBRA.
Organize medical paperwork, assist with record-keeping and bill pay, if needed.
Prepare yearly summary of medical expenses for taxes.
Work with case managers to resolve care or living issues.
Communicate with family members and professionals to support client.

Service Location- Local and National

Pro-Bono Services-Available as needed or appropriate