

Health Claims Specialists

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ACAP PROFILE for Sandy Hallman

PROFESSIONAL BACKGROUND

I am originally from the Chicago, Illinois area where my career in claim administration began back in 1991 working for Aetna, Inc., processing medical and surgical claims. Later, I expanded in to managing customer service and escalated claim issues and appeals. I branched out of the insurance company arena and started specializing in the health benefit administration division for large self-insured companies, helping their employees learn their benefits, assisted with any claim issues and rolled out the company's annual open enrollment options. In 2005, I moved to the Phoenix, Arizona area where I consulted organizations on their various health claim needs. I realized I missed helping people directly and went back working for another large self-insured organization helping employees.

WHAT QUALIFIES YOU TO BE A CAP?

The desire to help individuals understand and maneuver the health care world. I have over 27 years of experience handling health care claims, educating individuals on their benefits, assisting with claim issues and appeals. My husband and I have first hand experience with our own personal lives and families. We understand what you may be going through and are here to help.

HOW LONG HAVE YOU BEEN A CAP?

Since 2018 – I may be a new Claim Assistance Professional, but I have 27 years of experience in the industry.

WHAT SERVICES DO YOU PROVIDE?

- Organize and track your health claims
- Confirm claims are billed and paid accurately
- Work with doctors and hospitals to solve any claim issues
- Assist with any out-of-network services
- Manage coordination of benefits if covered by two policies
- Explain your medical, dental, vision, prescription drug benefit
- Assist in annual open enrollment selections
- Assist with FSA (health and dependent care) and HSA accounts
- Guide you with your EAP or any other ancillary benefits
- Help with Medicare and COBRA claims
- Other support such as –
 - Coordinating a phlebotomist or x-ray technician come to you
 - Medical transportation to doctor visits, laboratories or even across country
 - Finding in-home care, you or a family member may need

DO YOU PROVIDE SERVICES NATIONALLY/INTERNATIONALLY?

I am here to help locally and nationally.

PRO-BONO SERVICES

On a limited, case by case basis.