Medically Necessary Phone Service - Medical Note Required-3535

Introduction

Business Rules

- Customer **requests** only; **do not suggest** medically necessary **phone service** to a customer
- This information is **available** on our **billing statements**; it does **not** apply to **cable** or **internet** service
- Customer **must** provide a **doctor's note** with **justification** why phone service is medically necessary with the following:
    - The facility's letterhead with the physician's office address and telephone number
    - The date

    - Name and address of the person requesting the service
    - Physician's signature on certificate; **cannot be signed** by a nurse, caseworker, secretary, etc.
    - State registration number of the doctor (**required in DC Metro, MA and NY**)

- Customers can fax the completed note to **570-270-1498**
- If phone is **suspended** for non-pay, **phone service** is restored when the medical note is approved
- If phone is already **disconnected,** a note **will not reinstate service;** the **balance and any reconnect fees must be paid to allow reconnection**
- **Medical Note Validity**
    - **DC Metro:** medical notes are valid for **21 days**
    - **MA and NY**: medical notes are valid for **30 days**
    - **Customer is responsible** for renewing medical notes as necessary

Resolution Steps

1. Click **Create Work Order or Technical Case** in **BOLT;** please allow **48 business hours** for completion

   Fill out the information as described below and click **Submit**

Record Type	Non Technical
Reason	Financial, Payments & Refunds
Reason Detail	Non Pay - Services Suspended
Case Reason	Request to Keep Phone Service
Destination Queue	Financial Services (FS)
Notes	Daytime contact number

2. **Back Office Financial Service Follow-up**

   - If approved, **FS** enters a work order to **restore phone service**

   - If **escalation** is necessary, escalate the account information to Financial Services

- As necessary, FS will contact the customer
- **Collections comments** are updated with all pertinent information

3. Add any **relevant** comments to the **Customer Interaction** in **BOLT**
    - Click **Save** on the Customer Interaction

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