

# Medically Necessary Phone Service - Medical Note Required-3535



## Introduction

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### 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

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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**

|                          |                               |
|--------------------------|-------------------------------|
| <b>Record Type</b>       | Non Technical                 |
| <b>Reason</b>            | Financial, Payments & Refunds |
| <b>Reason Detail</b>     | Non Pay - Services Suspended  |
| <b>Case Reason</b>       | Request to Keep Phone Service |
| <b>Destination Queue</b> | Financial Services (FS)       |
| <b>Notes</b>             | 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



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=300>