

Payer Follow-up Email & Call Log

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- Record every payer touchpoint with a reference number so you can escalate with a clear history.
- Suggested cadence: set a 'Next follow-up date' for every open item and review open items weekly.
- Email template idea: 'Re: [Provider name], NPI [#], application submitted [date], ref [#]. Please confirm status and any outstanding items.'

Follow-up Log

Contact type: Call · Email · Portal message · Fax · Chat

Topic: Application status · Missing information · Effective date · Contract · Demographic update · Recredentialing · Other

Outcome: Resolved · Pending payer · Pending provider · Escalated · Resubmitted

Date	Time	Provider	Payer	Contact type	Phone / email used	Rep name	Call / ticket reference #	Topic	What was asked	Payer response	Outcome	Next action	Next follow-up date	Logged by

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