

ClaimJockey Increases the Likelihood of Collecting Long-Term Care Insurance Benefits by Helping Families Submit Clean Claims

KANSAS CITY, Mo., Aug. 19, 2013 (SEND2PRESS NEWSWIRE) – Today FCF Holding announces the results of the market test of ClaimJockey, their new long-term care insurance claims assistance service, the first of its kind in America. “It’s proving more successful than when families tackle the claims process alone,” says Wendy Rinehart, President.

In the market test, ClaimJockey had close to a 100 percent success rate on filed claims. Families attempting to file claims on their own have a much lower success rate the first time they attempt the paperwork. “In our experience, carriers pay 100 percent of the time when claims are appropriate and documentation is complete.”

Filing LTC claims is especially hard because, “it’s a type of insurance that requires a mainly senior population to understand and navigate a complex process at the most difficult time of their lives,” says Rinehart. “It can be overwhelming. And it requires attention month after month. We reach out and hold the family’s hand. Our goal is to empower families and to help them understand their policy so that they can decide whether the timing is right to file a claim. We strive to give them the tools they need to be successful. If they are overwhelmed and want help with the process we offer to take this burden off of their plate. We take care of the legal paperwork, so they can get back to quality time with their loved one.”

The insurance carriers also value the ClaimJockey service, according to Rinehart. “It helps them save human resource time and avoid negative publicity when they have to deny a claim that was filed too soon or with the wrong type of care provider. They appreciate it when claims are not filed prematurely.”

“ClaimJockey service fees are reasonable,” says Rinehart, “because of low overhead, operational efficiencies, and a dedicated team with over 100 years combined long-term care insurance experience. Service packages can vary, depending on the needs of the family.”

“Our clients and referral partners across the country tell us they’re thrilled with the service, compassion, and results we provide,” says Rinehart.

LTC insurance claim payments will mushroom from \$6.6 billion in 2012 to \$34 billion in 2032, according to American Association for Long-Term Care Insurance. Therefore, ClaimJockey is gearing up to support rapid national growth, Rinehart reports. “It’s exciting because of the potential to help so

many families.”

More information is available at <http://www.claimjockey.com/> or 800-791-6324. Beginning in October, ClaimJockey will be featured on national TV. For a preview, see <http://youtu.be/DbqBC52QS8c>.

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