

Account Management & Claims Support

Enhancing the Provider Experience

Superior is committed to delivering exceptional service and support to all providers. To meet the needs of our providers, Superior is enhancing our Provider Relations model by developing valuable tools, resources and processes that improve provider satisfaction. Doing so will help ensure continuity of services and timely response to issues.

Account Management

The Provider Relations department will now be known as Account Management. The mission of Account Management is to enhance the working relationships with our providers through the development and delivery of communications which respond to changing provider needs and foster best practices. To achieve this, Superior has developed a unified, coordinated and tightly-blended approach to better serve providers across four critical areas.

Account Management

- Immediate Accessibility
- Thorough Due Diligence
- Quality Expertise
- Direct Line of Communication
- Timely Issue Resolution

Provider Engagement

- Enhanced Educational Resources
- Specialized Incentives
- Committed Partnership
- Absolute Reliability
- Increased Quality Care

Provider Satisfaction

- Prompt Claims Payments
- Full Transparency
- Expeditious Follow-ups
- Actionable Results

Innovation

- Improved Workflows
- Customized Support
- Measured Progress
- Executed Best Practices



Account management support that fosters positive provider relationships.

Account managers will serve as the direct line of communication between providers and Superior, ensuring they deliver quality expertise by understanding, supporting and helping providers address their critical priorities and goals with timely resolution.



Provider engagement that promotes quality care through training, education and specialized incentives.

Account management teams will increase access to Superior's tools to promote and to encourage quality care through educational resources and appropriate incentivized provider performance programs.



Provider satisfaction where actionable results are designed to efficiently maximize time and resources.

Account managers will be responsible for working directly with providers to quickly address issues and achieve provider satisfaction.



Innovation that improves visibility into identified trends to enhance the provider experience.

Account management teams will analyze and identify systemic issues and execute action plans that improve your overall experience.

Claims Support

To better serve our providers, Superior is expanding the capacity of the Claims Support department to ensure post-payment claims are processed as efficiently and thoroughly as possible. The Claims Support department has streamlined processes to create a one-stop customer service approach.

This redesigned approach was created with providers and members in mind, to ensure uncompromising quality where members receive patient-centered care and providers are satisfied and engaged in our work.

Connect With Your Account Manager

To find an Account Manager in your area, you may call Provider Services at 1-877-391-5931 or visit www.SuperiorHealthPlan.com/contact-us/find-my-provider-representative and use the county search tool.