



CLAIMS PROCESS

- Member has a non-emergent situation
- When employees contact KISx, they will speak to a member of our nursing team, who will open a patient case
- The same nurse that opens the case will follow the employee throughout the entire KISx experience
- After receiving call from employee, KISx will email the HR contact at the employer to verify eligibility on the health care plan and if on HSA, what YTD satisfaction is at this point
- The KISx nurse will provide facility options to the employee, schedule their appointments, and ultimately engage in a post-procedure follow up