

From: [REDACTED]
To: [insurance, cid](#)
Subject: Insurance complaint
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I work for a physician's office and some of my patients have insurance through S&S strategies. These people are awful. I have some claims over a year old now that they are not paying. When I go online to check on payment all it says is "in process." I have talked to my patients on this plan and was told that Quest sends them to collection when the insurance payment is overdue. I'm sure other places do also. I'm not sure how this place gets away with this. The patients are paying for this insurance and the insurance doesn't seem to pay out. Is there any way this insurance can be looked into.

Also, I've tried to use your law impacting step therapy protocols. It doesn't work with any insurance company. They all still deny.

Thank you for your help.

[REDACTED]