

PROMEDICLAIM, INC.

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ACAP Profile for Myrna Cortez

Professional Background

I hold a Masters Degree in Human Resources from Loyola University, Chicago. Before becoming ProMediClaim's president in 1999, I was a social worker, a hospital patient advocate, a medical practice administrator, and an employee benefits specialist in both small and large public and private corporations. In each of these roles I used my skills and empathy to help people resolve complicated issues in stressful situations. I have worked extensively with individuals and families; hospitals, physicians, and administrators; corporations and employees; and attorneys and estate and trust officers.

What Qualifies Me To Be A CAP ?

Much of my professional experience has been hands-on work helping others navigate the medical insurance maze. I understand the difficulties clients experience trying to handle their own claims issues. My company has developed a nationwide reputation for high quality and compassionate service, serving three generations of several clients' families. I pride myself on having the perseverance and tenacity to work toward a goal of achieving the best possible solutions for my clients.

How Long Have I Been A CAP ?

Almost 20 years as president of ProMediClaim

Services I Provide

Maximize insurance benefits and minimize out-of-pocket expenses, ensuring clients pay only what they owe

Review, ensure accuracy, and if needed, file medical, dental, vision, Rx, long-term care, disability, and travel insurance claims

Analyze insurance coverage

Consult with providers and insurance companies to resolve claims issues

Appeal denied claims

Investigate and resolve collection notices

Negotiate discounts and obtain refunds, where applicable

Assist clients transitioning to Medicare programs

Medicare Rx cost comparison review and management

Assistance with FSA/HSA/HRA accounts

Service Locations

We provide advocacy services in all 50 states and internationally.

Pro Bono Services- On a limited basis, dependent on the circumstances