

# MEDICAL PROVIDER Partner Resource Center



## EASY ACCESS, SELF-SERVICE

Since we recognize that interacting with health care professionals is a key component of our insurance operations, we want to make sure transactions involving medical records, bills, payments, authorization forms, etc., can be shared quickly, easily, and securely.

That's why we developed our online **Partner Resource Center** that provides a wide range of self-service functions for providers as well as answers to frequently asked questions.

## REGISTER TODAY!

Registration is simple. Visit [www.guard.com/PRCregister/](http://www.guard.com/PRCregister/) or contact our Customer Service Center at 1-800-673-2465 for assistance. Helpful information to have when registering:



- Provider Bill ID
- Provider Tax ID
- Claim or Reference Number (or Claimant's Name, Date of Birth and Date of Loss)

Once registered, don't forget to bookmark our login page [partners.guard.com](http://partners.guard.com).

## QUICK FUNCTIONS

### Billing Search

- Did we receive your bill?
- What is the status of your bill?
- Do you need a copy of your EOR?

### Check Search

- What is the status of your payment?
- How much are you getting paid?
- What is the check number/ check date?
- Would you like to see the check details?
- Where was the check mailed?

### Upload & Other Actions

- Upload Medical Bill
- Upload Medical Records
- Submit a Reconsideration
- Request an Authorization or Utilization Review

Contact us: 1-800-673-2465 [csr@guard.com](mailto:csr@guard.com) [www.guard.com](http://www.guard.com)

Not all Partner Resource Center features may be available for all lines of insurance nor all providers. Insurance is underwritten by AmGUARD Insurance Company®, AZGUARD™ Insurance Company, EastGUARD Insurance Company®, NorGUARD Insurance Company®, or WestGUARD® Insurance Company, members of Berkshire Hathaway GUARD Insurance Companies with principal place of business at 39 Public Square, Wilkes-Barre, PA 18701. © March 2021.