

The payer contact log

Every call, every name, every reference number.

This is the page that ends an eleven-week enrolment. It is also the only page that survives the person you spoke to leaving — which, over a credentialing cycle, they will.

DATE	PAYER	WHO YOU SPOKE TO	REFERENCE No	WHAT THEY SAID	WHAT THEY PROMISED	BY WHEN

Ask for a **reference number on every call, before anything else** — before the question, before your NPI. A call without one did not happen, and you will be told so in week nine by someone with no record of it.