

How to Submit a New Case to 6 Degrees Health

6 Degrees Health has streamlined our case submission process to ensure that all new case submissions are created within 24 hours upon receiving them. Our new process will simplify case submission and creation, allowing our teams to start working on resolving these issues for your members quicker and with more efficiency.

If you need to submit a new case for an Access Issue, Balance Bill, Appeal or Single Case Agreement, please follow either of the processes outlined below.

Online Submissions:

1. Visit 6degreeshealth.com
2. Hover over the Resources Tab in the top right corner
3. Click on "New Case Submissions"
4. Click on the link for "RBP Support Services Form"
5. Fill out all required information

Please note that failure to obtain all the required information before submitting a new case via the RBP Support Services Form, may result in 6 Degrees Health returning the request to the submitter to obtain the missing information.

Phone Submissions:

1. Call 888-615-6398
2. Our support staff will gather all information to create the case over the phone

For any URGENT matters please call 6 Degrees Health directly at 888-615-6398.

If you have any questions about the processes outlined above, please reach out to your Client Support Team and they will be able to assist.