



Making Them Pay: How to Get the Most from Health Insurance and Managed Care

Rhonda Orin

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Most people don't understand health insurance, and insurance companies know it. Unfair denials, late payments, and hopeless confusion are the norm. At last there is a solution. In eight easy steps, *Making Them Pay* gives practical advice about the things that drive people crazy. Like:

- Figuring out what health plans really say
- Understanding what benefits they provide
- Finding, and understanding, the exclusions
- Determining what health plans really cost
- How to talk to customer service, and other painful details
- Easy ways to keep good records
- Laws that can change your life-like the mandatory benefits laws in all fifty states
- How to prepare successful appeals

Along with this useful advice, *Making Them Pay* offers a much-needed sense of humor. It's filled with cartoons, sidebars, and vignettes that will make you laugh as you learn. Based on Rhonda D. Orin's extensive experience as a litigator, a journalist, and a mother fighting her own family's insurance battles, *Making Them Pay* is the book your health insurer doesn't want you to read.

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Frances Pierce:

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