

Balance Bills: Know The Facts

6 Degrees Health's RBP Solution Resolves Balance Bills

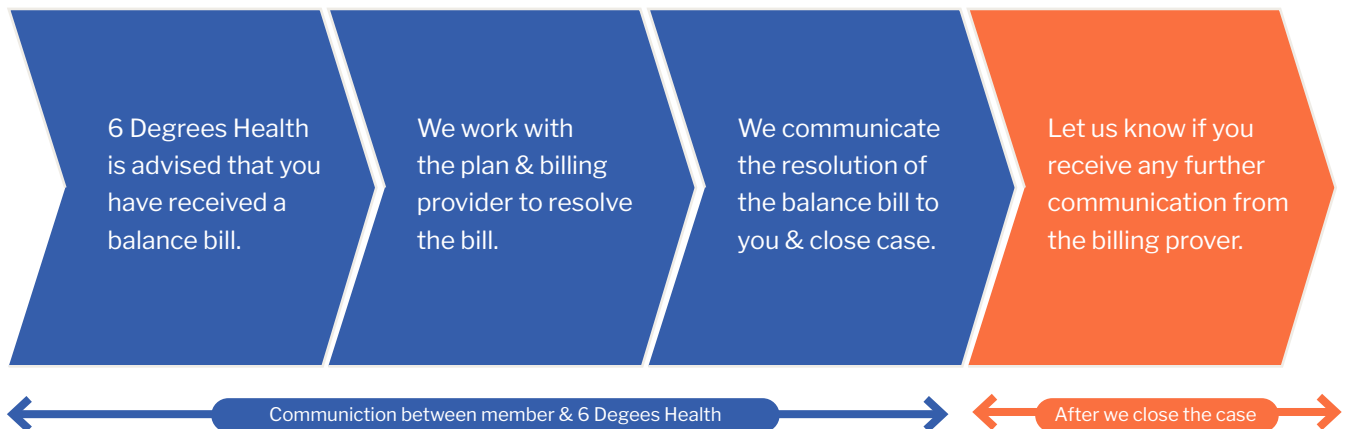
What is a Balance Bill?

A balance bill occurs when a provider believes that additional funds are owed in addition to reimbursement already provided by your insurance plan. This is not a common occurrence, but we are here to resolve the issue when it does. As soon as we are made aware of a balance bill, we will open a case & assign a team to work with your employer-sponsored health insurance plan & provider to resolve it.

If you receive a balance bill from your provider please submit the balance bill to your TPA. Your TPA will submit the case to 6 Degrees Health and our team will help you through the process and work directly with your provider to resolve the dispute on your behalf.

Patient Support Specialist

- › Point of contact regarding your balance bill
- › Will update you on the progress and resolution of your case
- › Main point of contact for balance bill questions
- › Please direct any communication that you receive from the billing provider to your Patient Support Specialist
- › **Questions regarding your plan benefits?** Contact your TPA.



Throughout this process, it is vital that you continue to let us know if you receive any communication from the billing provider. This includes all bills, letters, phone calls, or any other communications from the billing provider or their representatives.

Frequently Asked Questions

Will 6 Degrees Health work with the Provider to resolve dispute over charges?

Yes. A member of our Provider Outreach Team will communicate with the Provider to discuss a resolution. At this point, communication from the Provider should be sent directly to 6 Degrees Health Patient Support Services. You will be contacted with updates throughout the resolution process.

What if the Provider continues to contact me?

If you speak with a representative from the Provider, get their name and phone number and relay that information to Patient Support Services. If the communication came through the mail, you can forward that via email or fax. You can also direct the provider to contact Patient Support Services directly.

How long will this process take?

Each Provider has different processes for resolving payment disputes. 6 Degrees Health will support you throughout the entire process and work diligently to resolve the matter quickly.

Can I still see my provider if they've balance billed me?

Yes. If the provider turns you away because of an outstanding balance, call 6 Degrees Health or your TPA right away. We will work with the provider to get your access cleared.

What information should I provide?

6 Degrees Health is here to help. To expedite the resolution process, we will need some information from you:

- › Your full name and employer's name
- › Date(s) of service for the claim
- › A copy of any documents received from the hospital or facility
- › Daytime telephone number and email address for us to contact you.