

Price Protection and Billing Support

We help make sure you don't overpay for care



While you focus on getting better, we focus on the bills.

Healthcare is complex and oftentimes expensive. We work with your health plan to do a thorough review of claims so you don't overpay for healthcare.

We do the hard work, so you can stop worrying about costs and have peace of mind that what you are paying is fair. We help with bills from:

- ✓ Hospital Visits
- ✓ Emergency Rooms
- ✓ Outpatient Surgery
- ✓ Doctor Visits and Check-ups*

*Depending on your health plan benefits



We examine every bill line-by-line to make sure they do not exceed your plan's allowable limits and that there are no errors. If you are overcharged, we let your health plan know to adjust the provider's payment. That's when you need to be on the lookout for a balance bill. If you receive one, send it to us right away.



Only Pay What's Fair

Overinflated healthcare bills cause plans to raise rates and members to pay more. We're here to help eliminate this problem so everyone only pays what's fair.

We help:

- Limit healthcare charges to what's fair and reasonable
- Eliminate excessive charges
- Avoid overpayments for healthcare needs

General Hospital	
CT Scan	~~\$2100~~ \$500
Therapy Eval	\$330
~~Surgical Supp~~	~~\$312~~

We review every provider bill to catch overcharging or billing errors. If an overcharge is identified, the provider is notified and sent an adjusted payment. Most of the time, providers accept this payment amount. However, if you are sent a bill for the difference, this is called a balance bill. If that happens, we are here to help. All you need to do is identify balance bills and send them to us!

YOUR PART: Identify Balance Bills

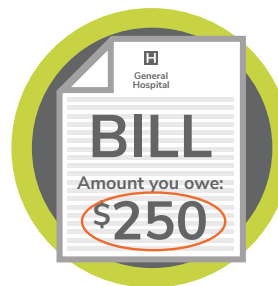
**Make sure your EXPLANATION
OF BENEFITS (EOB)...**



From your health plan (not a bill)

Shows you what your plan covered and what you'll owe. If you owe money, you'll get a bill from the provider.

...Matches your BILL



From the healthcare provider

If this does not match your EOB, **simply contact us at 800-716-2852.**
We'll take care of it.

Here are three simple things that you need to do:

- Compare bills from your provider to the EOB from your health plan.
- Send the bill to us if they do not match (mail, fax or email), so we can work on your behalf.
- Watch your mail for any additional provider bills to send to us.

OUR PART: Advocate on Your Behalf

Most of the time, you'll never have a reason to contact us about a bill. But if you do, you can count on our dedicated team of advocacy experts to work to resolve the bill including legal support, if needed. Just call us at 800-716-2852.

Our team truly cares about you and is here for you.

Here to help with just one call.

Phone: 800-716-2852 | **Hours:** Mon-Thurs: 7am-9pm CST Friday: 7am-7pm CST

Email: myplan@imagine360.com

