



What to do if You are Balance Billed

If you are covered by the Funding Advantage Freedom Plan, you only are responsible for copays, deductibles and coinsurance as shown in the Explanation of Benefits (EOB). You are not responsible for any balance billing from providers who might not accept the reimbursement levels of your plan.

If you do receive a balance bill, you need to make sure the services were covered on the plan and that you've paid your portion of the bill and that the balance is not for your copay, deductible or coinsurance amount. If you are in doubt about what portion of the bill you should pay, reference the EOB you received (which is also available online on Allied's Self-Service Site and Member Connection) or contact Allied Client Services for assistance at 800-825-7531.

If the bill shows an amount due other than the portion for which you are responsible, immediately contact Client Services so we can work with the provider to resolve the situation. While you are responsible for your share of the bill, you are not responsible for any portion of a disputed discount. If we settle with the provider for a higher amount, it will not affect your out-of-pocket amount.

If you have services performed that are not covered by the plan, you may be responsible for the entire amount (which also can happen with a PPO plan – the provider is not required to honor the PPO discount on non-covered services).

Again, feel free to call Allied Client Services for assistance at 800-825-7531 if you have any questions.