

Allied National *Elite Experience* Freedom Plan Balance Billing

In order to provide the best customer service, Allied National has created the *Elite Experience* team to focus on assisting with balance billing needs.

***Healthcare can
be complicated.***

Allied National
Freedom Plan
Elite Experience
makes it easier.

Elite Experience Line:
866-332-1987
balancebilling@alliednational.com

Questions?

If you have questions about your health plan or benefits, please call the *Elite Experience* team at **866-332-1987**



When you need health care

Choose Any Doctor or Hospital

As an Allied National Freedom Plan member, you can see any doctor you choose! There's no required provider network or penalties.

Show your ID card

Show your Freedom Plan ID card at the time of service which will direct the provider how to file your Allied National claim. If the provider has concerns, have them call the *Elite Experience* line.



What to do if you receive a bill

If you receive a bill for an amount greater than your expected member responsibility, our *Elite Experience* team is here to help.

What do I owe?

Your only out-of-pocket expenses are co-pays, deductibles and co-insurance. After you receive care, you will receive an Explanation of Benefits (EOB) that outlines your member responsibility.

Pay Your Share

When you receive a bill, make payment or payment arrangements for your responsibility with the provider as indicated on the EOB.

What if the bill exceeds my member responsibility?

Please call the *Elite Experience* team at **866-332-1987** or send a copy of the bill to balancebilling@alliednational.com. You are only responsible for the member responsibility listed on the EOB.

We're here to help

Through our partnership with Zelis, we will work on your behalf to resolve any excess amount billed, with free legal defense services as needed through aequum by Koehler Fitzgerald.

Respond quickly

To ensure your bills are resolved ASAP, please be sure to respond quickly when information is requested.