

Advocating on Your Behalf

Balance Bill Support

We are here anytime you need us, especially if you have billing questions. When you work with our team, you'll never stand alone in the face of resolving a bill for healthcare services that is more than your responsibility.



How will you know if you're being charged too much?

After receiving medical care, you will get an Explanation of Benefits (EOB) specifying what you owe for services. If you receive a bill for more than this amount, contact us immediately.



How will we help you?

Once you receive your bill, you and your family are assigned a personal advocacy expert who will provide you with support every step of the way. After you give us written permission to advocate on your behalf, our team begins working to resolve the claim with your healthcare provider.



Who can you call with questions?

Your dedicated advocacy expert is your main line of support, continually monitoring the progress of your account while proactively keeping you up to date.

Have a question? Call or email us at any time.



Keep an Eye on your Mail

If it sounds easy, it's because it is. If you receive any billing correspondence in the mail, send it to us right away.

Our team will take it from there, keeping you in the loop throughout the process.

We're here for you with expert service and support.

Call the number on your Benefits ID card.

Hours: Mon-Thurs: 7am-9pm CST Friday: 7am-7pm CST

