

BALANCE BILL

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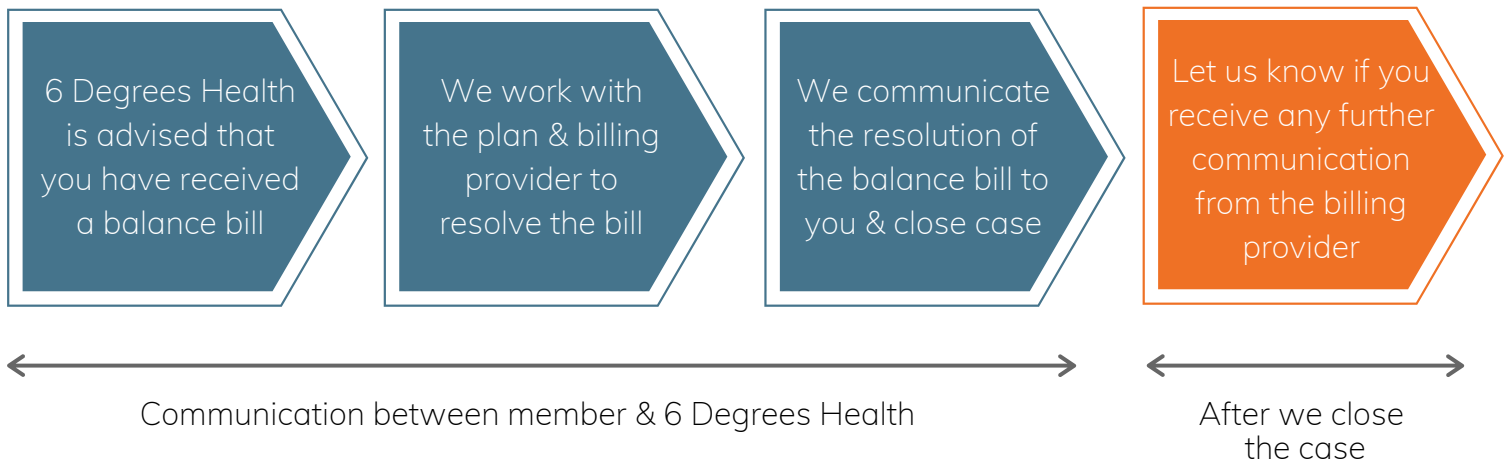
What is a Balance Bill?

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.

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 plan's administrator directly



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.