

With TSHBP, we guarantee that you will never have to pay for a surprise medical bill if you allow our team to assist you.

Here are the steps to take if you receive a balance bill from a medical provider:

STEP 1: Start the Process and call the Care Coordinator

- Call your Care Coordinator at (888) 803-0081.
- Send all relevant documentation to the Care Coordinator and they will send you a packet of letters and authorization forms to sign and return.

STEP 2: Sign and Return the Initial Letters

- All copies will be retained and forwarded to the provider and credit bureaus, stopping credit report issues before they start.

STEP 3: Staying Engaged

- The Care Coordinator will follow up with you on a regular basis.

STEP 4: Continued Communication

- If or when a second bill or notice is received, you should contact your Care Coordinator.
- If you are being repeatedly billed, there is the option to send additional dispute letters.

STEP 5: Legal Support and Professional Bill Negotiation Services

- The Care Coordinator can initiate settlement discussions with approval from the plan sponsor.
- Our partner Patient Advocate Attorney support will assist you in taking the appropriate actions.
- If a decision is made to pay the balance bill, the TSHBP will cover it at **no cost to you**.



Our specially trained Care Coordinators are here to aid you in finding the care you need and help protect your wallet. Please contact us at **888-803-0081** if you have additional questions or if you have received a balance bill.