

With TSHBP, our goal is to prevent any surprise medical bills for our members. If you let our team assist, we'll work so you don't have to pay more than your out of pocket responsibility. Let us take care of 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.