



Balance Bills

Your Southeastern University Health Plan utilizes a claim review and audit program that determines the fair and reasonable cost for the medical services you receive. A balance bill occurs when a provider or hospital receives the fair and reasonable payment from you and your insurance, but seeks to collect additional amounts directly from you.

The “balance” sought to be collected against you may match the “discount” determined by your plan as reflected on the Explanation of Benefits (EOB) you receive from your plan administrator, HealthSCOPE Benefits.

Example

You fall, break an ankle and visit your local emergency room (ER). The ER doctor charges a total of \$1,000 for this visit and submits the claim to your medical plan.

Your deductible has not been met, so the EOB you receive from your plan’s administrator reflects the following:

Total Billed Charges: \$1,000

Discounted Amount: \$300

Plan Payment: \$0

Patient Responsibility: \$700

You pay the provider the \$700 patient responsibility, but a few weeks later you receive a bill for \$300, the amount that your EOB determined as the discount, or reduction.

This is a balance bill.

What if You Receive a Balance Bill

1. Immediately call ClaimDOC to report the balance bill.
2. Ensure that you have paid the patient responsibility amount reflected on your EOB.
3. You will be asked to sign the proper documentation granting ClaimDOC authorization to handle the bill on your behalf. This service is provided to you by your health plan.
4. ClaimDOC will contact the provider (or collection agency) regarding the balance bill.
5. You are not liable for the amount over your patient responsibility. If you continue to receive bills or any other communication regarding the balance bill, immediately inform ClaimDOC.