

DID YOU RECEIVE A BILL FROM YOUR PROVIDER?

Check the Explanation of Benefits (EOB)

Log in to your HealthEZ web portal or mobile app.

Compare the bill to your EOB.

- If the bill shows your deductible, copay, or coinsurance for a covered service → that amount is correct.
- If the bill is for something different (or for services not covered by your plan) → it may be a *balance bill*.

Call HealthEZ right away

If you think it's a balance bill, call us at the number on your ID card or 800-948-9450.

We'll review the bill and confirm if it's accurate.

Once we receive your bill, HealthEZ will submit a request to begin outreach to your provider and you will receive an introductory letter further explaining the process.

Please note: This process may take an average of 30-45 days to complete. During this time, your Patient Advocate will check in with you every two weeks and we will be checking the status as well.

Let us handle it for you

If it's a balance bill, our Member Advocacy team will work directly with your provider to resolve it.

We'll keep you updated

We'll follow up once it's resolved and confirm the exact amount you owe (if anything).

If you have any questions or concerns, call the number listed under Member Information on the back of your ID card.



healthEZ

DON'T PANIC!
Call HealthEZ

We're here to protect you from
paying more than you should.
HealthEZ.com