

# What do I do if a provider asks for money upfront?

If a facility or provider asks for money up-front (*other than for a copay*), **DO NOT PAY** the facility or provider.

You will receive reimbursement to pay the provider after you have submitted your EOB (Explanation of Benefits) to the Difference Card.

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## INSTEAD YOU SHOULD:

Contact our Customer Care Team at 888.343.2110 with the provider on the line.



You will need to provide the following information when you call:

- Patient Name
- Name and Number of Facility
- Name and Number of Provider Performing the Service
- Contact Information for the Facility or Provider's Office
- Date of Service
- Amount the Facility or Provider is Requesting Up Front



The Difference Card