



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.

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
- Provider is Requesting Up Front



The Difference Card

