

# HAVE YOU RECEIVED A BALANCE BILL?

A Balance Bill is a bill from a hospital or facility that states the Patient owes more than the amount stated on their Explanation of Benefits (EOB) from Vault Admin Services.

## IF YOU RECEIVE A BALANCE BILL, PLEASE MAKE SURE TO:

### 1 Contact AMPS immediately.

By Federal Law you have 60 days from the date of the initial balance bill to dispute erroneous charges. Disputes filed after 60 days are not protected under the Fair Credit Billing Act (FCBA). **Communication within 60 days is key!** 60 days officially starts from the postmark date stamp on the first provider statement you receive.

### 2 Pay your portion.

Make arrangements to pay your portion on time, including any deductibles, copays, coinsurance or non-covered services. Do not set up a payment plan above your patient responsibility.

### 3 Be responsive.

Respond quickly to direction from your AMPS Patient Advocate.

## AN EXPERIENCED AMPS MEMBER ADVOCATE CAN:



Help you understand your EOB and the dispute process, and send you a Balance Bill Kit for you to sign.



Assist you in dealing with any communication with the Provider.



Answer any questions, provide guidance, and handle the entire dispute process.

Vault Admin Services and AMPS are always here to support you.

**ALWAYS CONTACT AMPS FIRST AT 800.425.9374**

