

# Open Your Mail & Communicate



Dear Member,

Your health plan uses a claim review & audit program that determines the fair & reasonable reimbursement for the medical services you receive. We're working to reduce your healthcare costs!

The audit may have resulted in a reduced payment to your healthcare provider. Most of the time, the payment is accepted; however, the provider may seek to bill you for the reduction.

You are not responsible for the reduction amount! This is called a balance bill.

If you receive a balance bill from a provider or collection agency, please contact ClaimDOC immediately!



**[balancebills@claim-doc.com](mailto:balancebills@claim-doc.com)**



**888.330.7295**

**Monday - Friday  
7:00 AM - 6:00 PM CST**