RECEIVING MEDICAL BILLS?

LEHB can help resolve the issue/determine responsibility. However, there are some helpful facts you should know and processes and procedures that need to be followed. LEHB does not know when you receive a bill. Even though we are the administrator, all claims go directly to Independence Blue Cross. We do not see claims and our system shows minimal information regarding claims. Since we do not receive claims, we need a copy of any bills you receive if you believe that you are not financially responsible. Clear copies of the bill (all pages and sides) can be emailed to ker@lehb.org so they can be processed and assigned to a billing representative**. If you cannot email, you can fax to 215-763-8808 or mail/drop off to 2233 Spring Garden Street or 2848 St. Vincent St.**

When you send bills to us electronically, please send as an attachment so they are large enough for us to read. LEHB needs a copy of the itemized bill, please see the next 3 pages for examples of what we can and cannot accept and where to find it. Also please include your full name, payroll number and contact information in the body of the email. If the bill is for dependent 18 or older, we will need their contact information. Please do not include portal links as we cannot access bills that way. If you fax, please call after faxing to make sure we receive and write the payroll on the top and include a cover sheet with your contact information. If you mail, please also include your payroll number and contact information somewhere in the documentation.

ITEMIZED BILL EXAMPLE

Atrium Health

Jane Doe
123 Main Street
Charlotte, NC 28000

Account: 12345678901

March 11, 2022 12410

This is an itemization of the healthcare services for:

Patient: Jane R. Doe **Admit Date:** 10/10/21
Discharge Date: 10/10/21

Location: AH Pineville

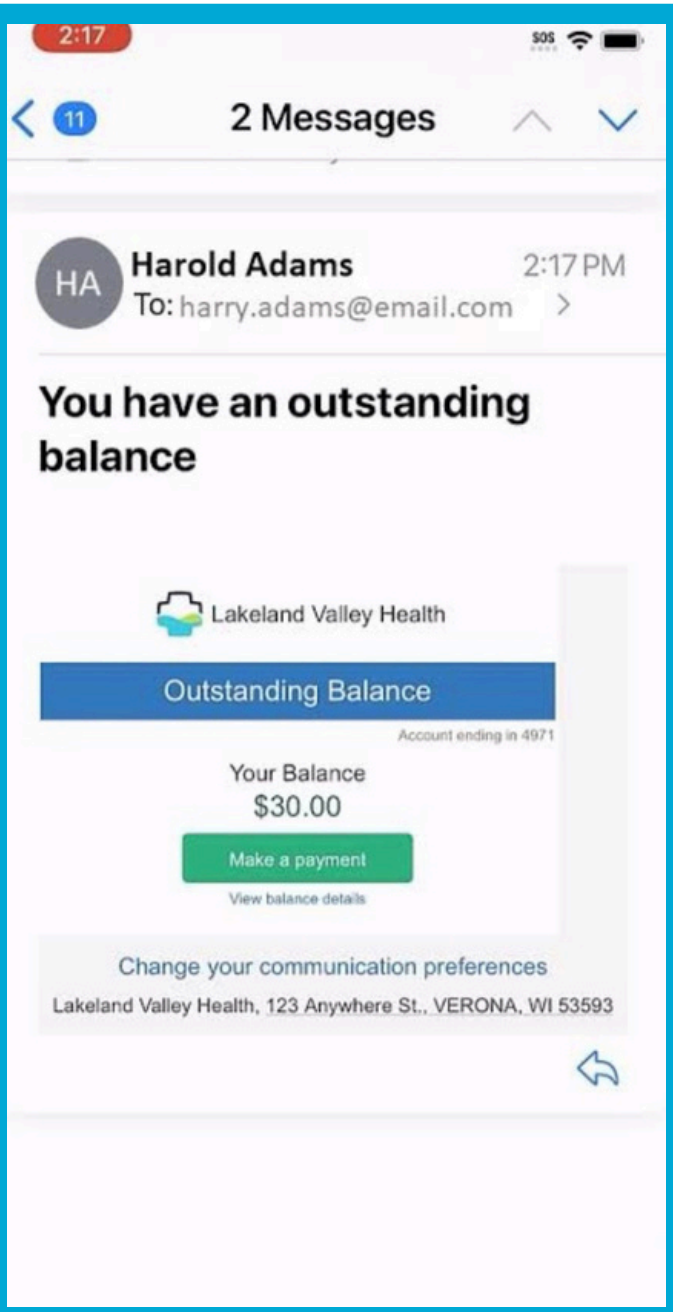
Visit Coverages:
UHC Golden Rule

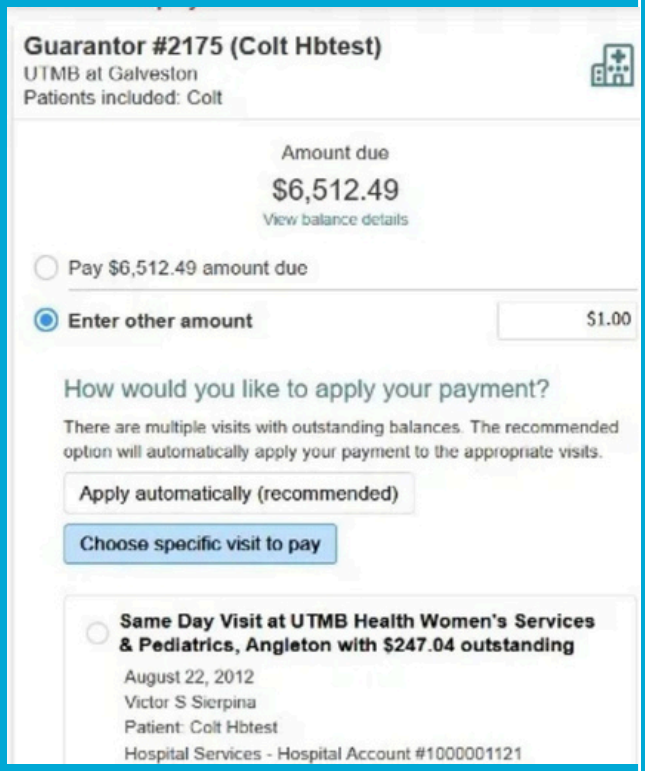
Current Account Balance: $2,126.67

Hospital Charges

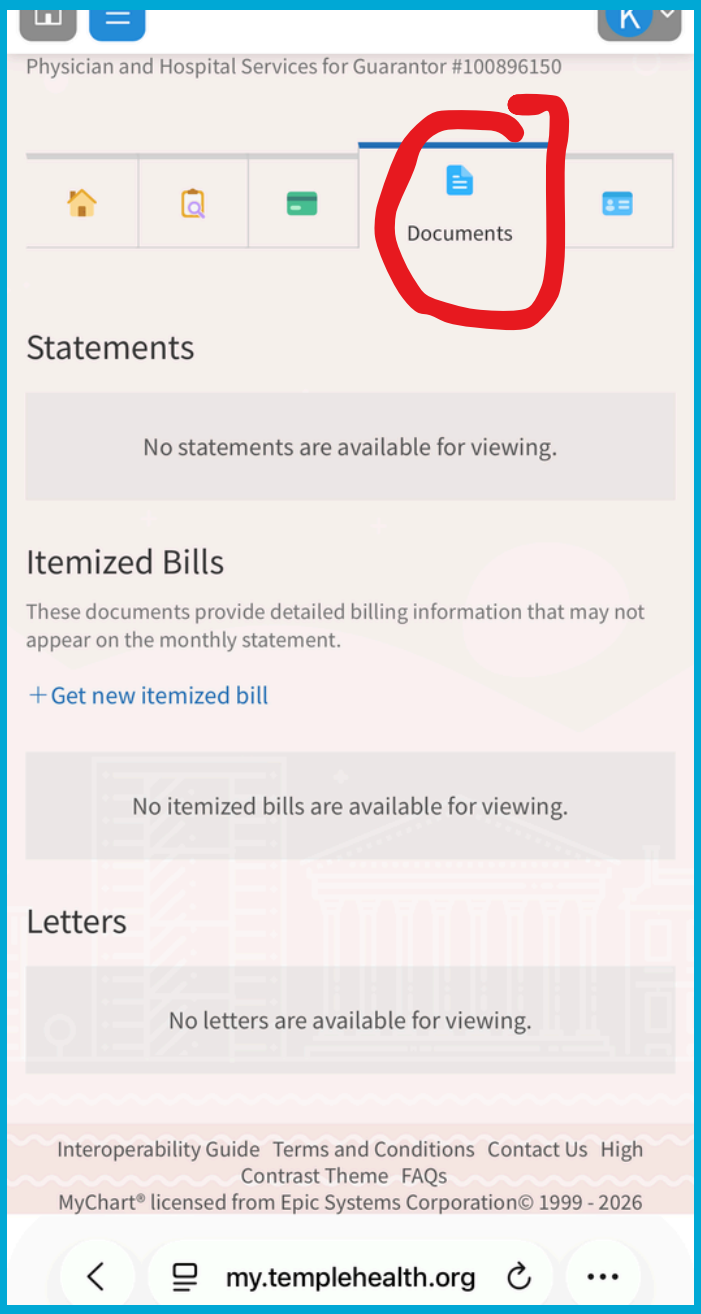
Svc Dt	Code	Description	CPT / HCPCS Code	NDC	Qty	Amount
EMERGENCY ROOM-GENERAL						
10/10/21	0450	HC ED VISIT LEVEL 4	99284		1	$2,579.90
IV THERAPY-GENERAL						
10/10/21	0260	HC IV INFUSION HYDRATION < 30 MIN			1	$157.25
LABORATORY-GENERAL						
10/10/21	0301	HC COMPREHENSIVE METABOLIC PANEL (LAB)	80053		1	$400.20
10/10/21	0305	HC CBC AUTO W/AUTO DIF (LAB)	85025		1	$221.55
10/10/21	0307	HC URINALYSIS AUTO W/O SCOPE (LAB)	81003		1	$85.65
10/10/21	0307	HC URINE PREGNANCY TEST VISUAL (LAB)	81025		1	$117.05
OTHER THERAPEUTIC SERVICES (SEE ALSO 095X, AN EXTENSION OF 094X)-GENERAL						
10/10/21	0940	HC IV PUSH INITIAL INJECTION EA	96374		1	$222.15
10/10/21	0940	HC IV PUSH INJECTION EA ADDTL NEW	96375		2	$86.00
PHARMACY-EXTENSION OF 025X-SINGLE SOURCE DRUG						
10/10/21	0636	HC ONDANSETRON HCL 4 MG INJECTION	J2405	60505613005	4	$45.00
10/10/21	0636	HC PROMETHAZINE HCL 25MG/ML INJ 1ML	J2550	39822552503	1	$20.00
PHARMACY-GENERAL						
10/10/21	0250	HC FAMOTIDINE 20MG/2ML VIAL	S0028	63323073912	1	$20.00
		Total Charges				$3,954.75

EXAMPLE OF WHAT WE CAN'T ACCEPT





WHERE TO FIND ITEMIZED BILL IN THE APP



In most provider apps for the major health systems there is a "document" icon that will lead you to the itemized bills. If there is an itemized bill available it will be under the "Itemized Bill" sections. If you cannot access your itemized bills and didn't get one in the mail you will have to call the provider and request it.

Billing issues take an average of 30-45 business days to resolve (however can take longer depending on the issue). This is due to the amount of time the providers or insurance company take to reprocess, resubmit, correct claims, etc. LEHB tries to resolve issues as quick as possible but we have to rely on assistance from providers and the insurance company. LEHB assigns your bills to customer service representatives by the first letter of your last name. Your reps will contact you when they have an update or resolution.

If you receive a bill for a co-pay, LEHB can only assist, if it is a Jefferson Urgent Care co-pay or you believe you were charged incorrectly. If you paid a co-pay and still receive a bill for that co-pay, you will need to discuss with the provider as LEHB and IBX have no proof of your copay payments.

If you go to an out of network provider, you will have additional out of pocket costs. It is your responsibility to check that a provider is in network in your area. You can go to ibx.com to find in-network providers.

Every year, LEHB sends out the annual Coordination of Benefits form in October, for the following year . If we do not receive that form before January 1st then your bills will not be paid until after we receive the form. If the form is late, you may still receive bills for the remainder of the year but LEHB will be able to get them adjusted and paid.

Explanations of Benefits (EOB) – An Explanation of Benefits is a statement from Independence Blue Cross (or any insurance provider) that lists the total charges, what insurance paid and what you MAY owe. This does not mean the provider will bill you. Please wait until you get a bill from the provider before sending to us. If LEHB is your secondary insurance and another insurance is your primary (such as Medicare) then you will need to submit the Medicare/other insurance EOB with your bill when sending a bill to us. IBX will not pay secondary unless they have proof that the primary insurance paid first.