

Step 4



You'll want to know these

Insurance terms can sometimes be daunting. Here's a few we think you'll want to know when looking at your plan documents, seeking care or reviewing bills.

Coinsurance

The percentage of covered medical expenses you're responsible for paying. For example, in an 80 percent coinsurance plan, we pay 80 percent of your covered expenses and you pay 20 percent. Your plan documents show the coinsurance for various medical costs

Copayment (or "copay")

The fixed dollar amount you pay when you receive care. See your plan documents to find out if you have a copay for certain procedures or medical visits.

Deductible

The amount you pay for covered medical services before your plan will begin to pay. For example, let's say your plan has a \$200 deductible. If a covered medical expense is \$500, you pay \$200 and we pay the remaining \$300. Once your deductible has been met within a calendar year, we'll pay all other covered expenses (excluding coinsurance and/or copays) incurred in that year. Your deductible may not apply to certain services, so you'll want to check your plan documents to see whether you have a deductible and how much it is.

Letter of Authorization (LOA)/Guarantee of Payment (GOP)

These preauthorization documents are like a referral. They authorize treatment and let doctors know your plan will pay for their services. These are sometimes needed before you see a doctor (except in cases of emergency).

Direct settlement

An agreement we make with hospitals and clinics to have them bill us directly for covered medical services. It helps:

- Lower your out-of-pocket costs at the time of service
- Make it easier for you to prepay, submit claims and get reimbursed
- By sending your Letter of Authorization/Guarantee of Payment directly to the treatment facility

We may even be able to negotiate a one-time direct settlement arrangement when you need to see a doctor outside of our network.

Explanation of benefits (EOB)

This document details:

- Recent charges for medical services
- Which services were covered by your plan
- Who is responsible to pay