



***Ensure Balance Bills are Contained
and Payments are Capped with***

BALANCE BILL SAFEGUARD

**Balance Bill Safeguard protects both the TrueCost plan
and the member against provider balance billing.**



Balance Billing Support

- Customer Support Specialist assists the member through the process and provides bi-weekly status updates
- Provider is engaged to write off the balance bill or negotiate a settlement that is agreeable to all parties



Protects the Plan

- Guarantees the Plan pays no more than 200% over Medicare rates
- Handles final appeals and shifts fiduciary liability to The Phia Group



Protects the Member

- A law firm represents and defends the member
- No out of pocket cost for the member; attorney fees are covered and includes the pursuit of, or defense against, legal appeals

Learn • Plan • Save • Protect



EMPOWERING PLANS

Contact Custom Design Benefits to learn more about Safeguard.