

How the ClaimDOC® Program Works

1 Present your HMR Veteran Services, Inc. medical ID card and expect to receive care.

- The receptionist, office manager, billing manager or representative needs to look at the back of the ID Card to find the claims submission address and Electronic Payor ID for Edison Health Solutions. Unfortunately, missing this simple step can create unnecessary stress.
- You can confidently say "I have benefits through HMR Veteran Services, Inc. and MY PLAN WILL PAY."

2 If your Plan's benefit reimbursement is in question prior to service, please have the medical professional's representative call 1 (888) 330-7295 to speak with ClaimDOC.

- ClaimDOC will educate the provider or facility on payment methodology.
- The HMR Veteran Services, Inc. Medical Plan will pay a reasonable market rate and pay quickly.
- ClaimDOC can work with a provider or facility to arrive at a mutually beneficial patient agreement for a specific procedure or specific period of time. Another solution may be to construct a long term direct relationship via contract on a company-wide basis.

3 Your Patient Responsibility is ONLY for any applicable co-pays, deductible cost share and/or co-insurance up to the members' Out-of-Pocket Maximum for the calendar year.

- Do not pay anything more than an applicable co-pay at the time of service.
- If a provider asks you to sign Patient Responsibility documents at time of service:
 - Review for a specific dollar amount :
 - If an amount is found, please call ClaimDOC to ensure if the amount listed is your true Patient Responsibility.
- If there is no specific dollar amount :
 - You can sign or skip that section of the document.

IT IS IMPORTANT TO READ ALL DOCUMENTS GIVEN TO YOU BEFORE ADDING YOUR SIGNATURE.

4 Your Role: OPEN YOUR MAIL AND COMMUNICATE

- If you receive a balance bill for anything more than your Patient Responsibility call 1 (888) 330-7295 and request a ClaimDOC Member Advocate. You can locate your Patient Responsibility on the EOB, explanation of benefits, sent to you by Edison Health Solutions.
- Please monitor your mail and forward any communication that appears to be collection efforts by the provider or hospital in excess of the Patient Responsibility identified in your EOB. ClaimDOC is happy to assist you in interpreting any invoice you receive from a provider or hospital.
- In the event there is a dispute following payment, ClaimDOC works directly with the facility or provider to understand their position and resolve this matter.

ClaimDOC will vigorously defend you and your plan against unfounded collection activity. YOU ARE NOT RESPONSIBLE FOR THE AMOUNT IN EXCESS OF YOUR PATIENT RESPONSIBILITY.

- You are protected by state and federal debt collection laws. In the event a member experiences a violation of these laws, ClaimDOC will provide the necessary defense and guidance.