

What to Expect After You Receive Medical Care

Healthcare and healthcare benefits can be complicated. Understanding what comes after a visit to the doctor or hospital can often feel confusing. Allied is here to help you navigate your medical bills and protect you from unforeseen charges.



Receive your Explanation of Benefits (EOB)

After you receive medical care, Allied will send you an Explanation of Benefits, or EOB, statement in the mail and online to your Member Portal account at alliedbenefit.com. Your EOB will outline the care you received, how much it cost, and what you may owe. Your EOB is very important and may include instructions to contact Allied.



Review your Provider Bill

Your provider will send you a bill for any amount due to them. Right away, compare your bill to the corresponding EOB. Your bill should not exceed the total deductible, co-pay or coinsurance amounts that are listed on your EOB.



When to Call Allied

If your bill shows an amount that exceeds the Patient Responsibility shown on your EOB, or your EOB highlights important instructions from Allied, call Allied immediately at the number listed on your EOB statement or ID card.



The Allied Team Gets to Work

If your claim falls under special review through Allied, you will be assigned an Allied Advocate. Your Allied Advocate will work with your provider to resolve any discrepancies on your bill. Once settled, your Allied Advocate will contact you to explain the resolution.

Remember, Allied is here to help:

- Answer questions about your claims
- Advise how to handle your medical bill
- Understand your EOB
- Resolve Allied Advocate claims directly with your provider