

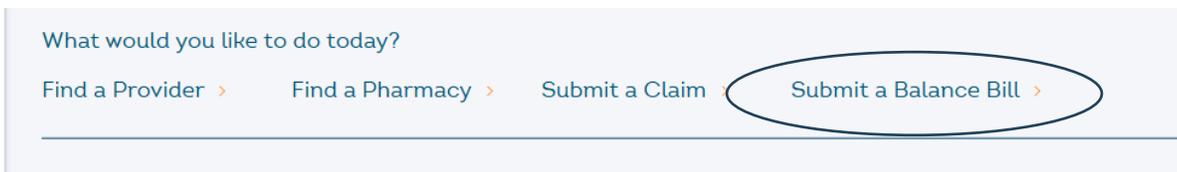
How to submit a Balance Bill



The miBenefits portal - miBenefits.EBMS.com - makes it easy to submit a balance bill from a provider to us so we can make sure you don't overpay. Before you get started, save the bill on your phone or computer.

Follow these steps:

1. Log in to miBenefits.EBMS.com.
2. Click “Submit a Balance Bill” under the “What would you like to do today?” section.



3. You'll be sent to the Pulse Portal. Once there, click the “Support” tab.



This is where you can communicate with an ELAP Services advocacy expert. If you don't have an assigned advocate yet, you can still email us for support. An advocate will be assigned to you after we receive your first balance bill.

Balance Bill Support

HOME SUPPORT COMMUNICATION GUIDE SERVICES

1 Your health plan is committed to supporting you. Use this online portal to quickly review the status of any claims or start a new inquiry. You can also find the contact information for your assigned Advocate. To submit a new balance bill or provide additional documentation for an existing claim, click the link. [Get Started >>](#)

Recent Activities

REFERENCE #	DATE OF SERVICE	SERVICE PROVIDER	STATUS
BB0147242	2018-09-30	TEST TEST TEST TEST	3 Ongoing Legal Representation 4
BB0000404			Under Review

< Prev Next >

1 Click on **“Get Started”** and follow the prompts to submit a new balance bill or other documents.

- Be prepared to enter the bill information such as amount, date of service and provider name.
- Your dedicated advocate will reach out to you once they review the bill.

Note: You will need to give us written permission to advocate on your behalf.

HOME SUPPORT COMMUNICATION

Your health plan is committed to supporting you. Use for an existing claim, click the link. [Get Started >>](#)

2 Check your recent activity before submitting a bill to be sure it's not already being handled.

Click on the blue “reference” number links to get more details about each bill.

Recent Activities

REFERENCE #
BB0147242

3 The status of previously submitted claims is listed here.

STATUS
Ongoing Legal Representation

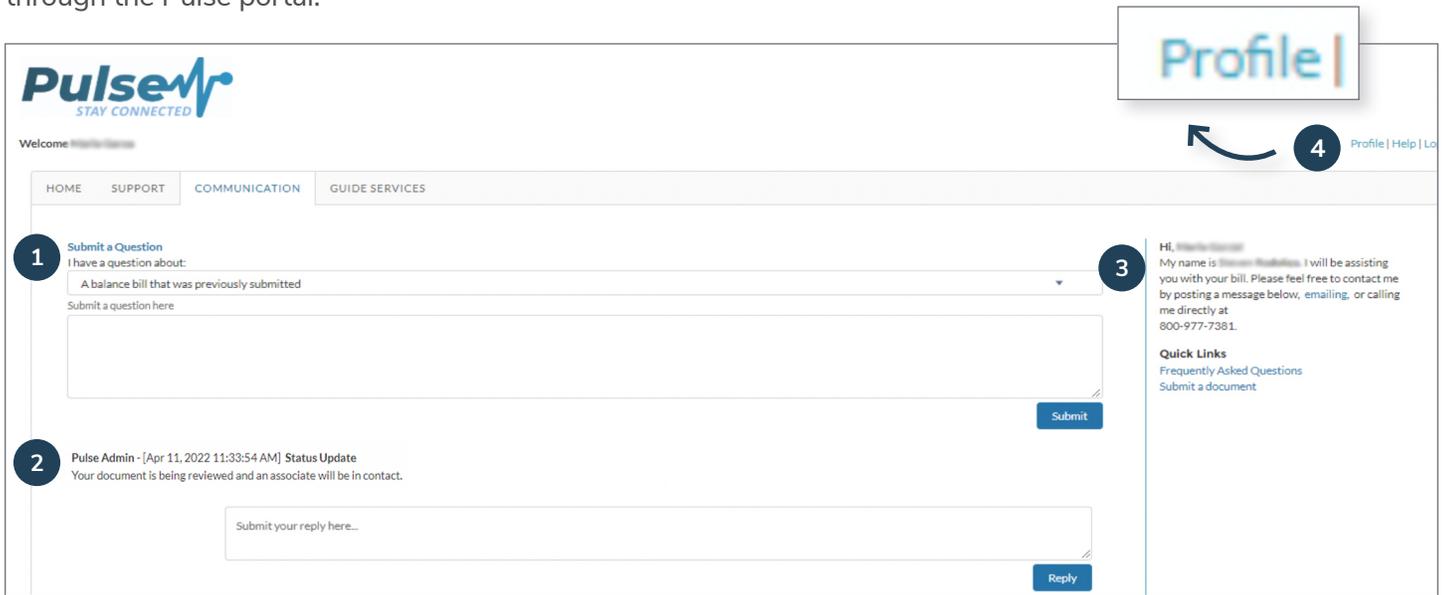
4 Use the drop-down menu to either upload additional documents or contact us directly to ask questions about a previously submitted balance bill.

Upload Document

Contact Us

Communicate With Us

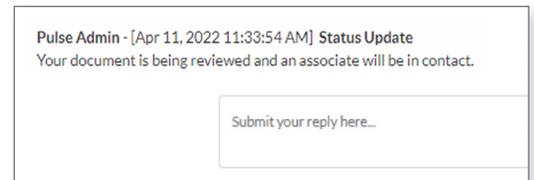
Once you submit a balance bill and are assigned an advocate, you can communicate with them directly through the Pulse portal.



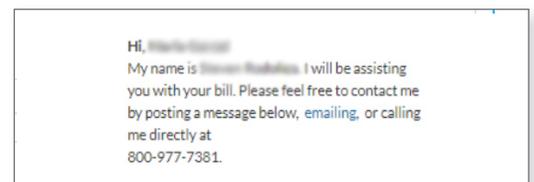
1 Send questions directly to your advocate. Select your topic from the drop-down menu and type your question in the space below.



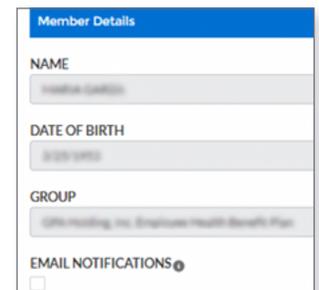
2 View past messages between you and your advocate.



3 See contact information for your dedicated advocate.



4 You'll receive an email every time there's a status change to a balance bill or a message is posted by your advocate. If you don't want to receive these emails, click on "Profile" and uncheck the box under **Member Details**.



24/7 access to your health benefits: miBenefits.EBMS.com

We're here to help. Call the number on your Benefits ID card.
Mon - Thurs: 6 a.m. - 8 p.m. MT | Fri: 6 a.m. - 6 p.m. MT

