

Balance Billing Questions?

Guide Employees with Confidence

The AMPS Advocacy team provides dedicated support to guide members through every step of the balance bill process. Through our Rapid Response approach, we expedite resolution timelines to minimize member abrasion.

Our advocates are readily available to answer questions and initiate disputes with challenging providers, while our experienced negotiation team works directly with providers to resolve balance bills at fair settlement amounts for all parties involved. Together, we prioritize the member experience—providing clarity, understanding, and trusted support in today's often complex healthcare landscape.

AMPS advocacy team will conduct member outreach every 15-days by phone or email, providing educational videos and continued support until resolution

For fast, reliable answers and balance billing support, please direct members to the AMPS advocacy team.

Phone: (800) 425-9373
Email: info@amps.com

Proactive Outreach

All members will receive communication with instructions on what to do if a balance bill is received. Members with claims exceeding \$1500, will also receive a call from an advocate.

Initial Balance Bill

Once a balance bill is confirmed, the member will be educated on the process and asked to sign a HIPAA authorization form allowing us to dispute the claim. This form will be used for any other future balance billing.

Fair Credit Billing Act (FCBA) Guidelines

After a dispute is submitted, the provider has 90 days to acknowledge and respond. Additional bills may be sent to the member during this period. However, a bill will be considered a second balance bill after the 90-day period has passed.

Subsequent Balance Bill #2

Should the provider continue to bill after the 90-day time period has passed, the claim will be transitioned to the Negotiation team for settlement.

Negotiations

AMPS negotiations team will contact the provider's billing department to negotiate and settle the remaining balance. During this process, the member should continue to submit any billing received.

Resolution

Negotiated offers will be sent to the client via the AMPS client portal for review. Clients can accept, decline or counter the offer. Once an agreed upon settlement amount is reached, notification with additional payment details will be sent and member will be notified of the resolution.