


BALANCE BILLING



VITORI HEALTH
307 CAYUGA RD STE 170
BUFFALO NY 14225-1975

Forwarding Service Requested

Penelope Jacobs
120 Old Orchard Road
Anytown, US 01234

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Explanation of Benefits

**RETAIN FOR TAX PURPOSES
THIS IS NOT A BILL**

Customer Service

For any questions, please contact the Vitori Health Concierge Team at **833-909-1094**.

Date: 5/4/2021
Claim #: 123-0000123456-00
Member ID: ACME 1654321
Member Name: Penelope Jacobs
Plan Name: Acme Corp

Claim#: 123-0000123456-00 **Provider:** City Orthopedics
Patient: Penelope Jacobs **Patient Account #:** 1234567

Dates of Service	Service Code	Total Charge	Ineligible Amount	Covered By Plan	Discount Amount	Deductible Amount	Access Fee/CoPay	Balance Amount	Paid At	Reason Code	Payment Amount
05/01-05/01/2021	DXL	\$140.00	\$0.00	\$106.17	\$33.83	\$106.17	\$0.00	\$0.00	0%	CHS	\$0.00
Column Totals											\$140.00
Patient's Responsibility:											\$106.17
Other Credits or Adjustments											\$0.00
Total Net Payment											\$0.00

Service Code Description

DXL Diagnostic Lab and Xray

Reason Code Description

CHS Plan utilizes ClearHealth Reference Based Reimbursement

Additional Information

COMPARE THIS EXPLANATION OF BENEFITS TO THE BILL FROM YOUR DOCTOR.
Be sure to compare the "What You Owe" amount listed here to the bill you receive from your doctor or provider. The amount your doctor or provider should charge you is limited to an established fair and reasonable amount. If you receive a higher bill or are contacted by your provider for additional payments beyond what is outlined here, please contact the Vitori Health Concierge Team at 833-909-1094.
In legal terms: The allowed amount of Plan benefits for medical professional and facility claims are limited under the terms of the Plan Document (available upon request or in the Vitori Health member portal at vitorihhealth.com/member) to Permitted Payment Levels that are established relative to objective data used to establish fair and reasonable payment for the provided goods and services, notwithstanding the amount of the billed charges. Benefit determinations may be appealed in accordance with the terms of the Plan.

BALANCE BILLING is when a healthcare provider accepts the “plan allowed” amount, but then bills the patient for the difference between the original billed charges and the amount paid by the plan.

REVIEW YOUR EOB

If you have paid the total itemized co-pay, deductible and out of pocket responsibility listed on your Explanation of Benefits (EOB) and have received an additional bill from your provider, then you have received a Balance Bill.

DO NOT PAY THE BALANCE BILL! CONTACT THE CONCIERGE RIGHT AWAY!

Members of Vitori Health are **NEVER** responsible for paying a Balance Bill. We are ready to help you through the process.

