



## **Dear HoG: Receiving Monthly Bills from HoG**

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### **Dear HoG:**

I have been receiving monthly bills from HoG, and I just received another bill in the mail today. When placing my factor order, I gave the order taker all my insurance information. Why do I keep getting these bills?

--Worried

### **Dear Worried:**

What you are receiving are statements. A monthly statement is sent out to keep you informed about the progress of your insurance claim. Once your insurance company has paid on an order, if a balance remains, the statement will be marked "patient balance."

A cover letter detailing what your insurance company has paid, your remaining patient balance, a copy of the explanation of benefits from your insurance company and HoG's Client Assistance Program (CAP) application will also be enclosed. The Client Assistance Program was designed to assist families who are financially burdened with high deductibles and/or high co-payments. If you wish to apply, please complete the application and return it in the postage-paid envelope provided.

Once your application is received at HoG, it is given to a social worker who reviews your case for eligibility. All information provided in your application is handled confidentiality. You must reapply for this program each year to continue. If you do not wish to participate in the Client Assistance Program, payment is due upon receipt when you receive a statement marked "patient balance."

If you have questions about your patient balance, please contact the Accounts Receivable department. If you have questions concerning your CAP application, please contact your HoG social worker. Your prompt response will ensure that future pharmacy orders can be filled without delay.