

Nov. 9, 2023

Subject: Member Reimbursements for Medicare Balance Billing

Dear Provider:

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are aware of an issue with the Explanation of Benefits (EOB) statements that were incorrectly classifying balance billed amounts as being under member responsibility for payment.

Medicare members who received a balance bill between Sept. 1, 2022, and April 18, 2023, may have been affected. These members received incorrect EOBs and providers received incorrect Explanations of Payment (EOPs) that stated that the member may be responsible for balance billing amounts for which they should not have been charged. Under Medicare, members are not responsible for balance billing, even when receiving care out-of-network, unless the member accepted the financial responsibility prior to receiving services.

As of Aug. 24, 2023, the Presbyterian Claims department has corrected these amounts. As a result, members received updated EOBs and providers received updated EOPs that removed the member's responsibility for payment.

Some members may have already paid these balances to providers. In these cases, the provider is responsible for reimbursing members. Presbyterian is asking that all providers who received these incorrect balance billing payments return the payment to the member. Each amount may be different based on the claim and service.

If you have any questions, please contact your Provider Network Operations relationship executive. Their contact information is available at www.phs.org/ContactGuide.

As always, thank you for partnering with us to improve the health and wellness of the patients, members and communities we serve.

Healthy Regards,
Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757 or 1-888-923-5757 (toll-free)

Contact Guide: www.phs.org/ContactGuide



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