



# DEGREES HEALTH Patient Support Services

Knowledgeable • Comprehensive • Supportive • Customer Focused

## Who is 6 Degrees Health and why are they involved in my healthcare?

Your employer has chosen an open access health plan and uses 6 Degrees Health to review and reprice medical bills for both appropriateness and accuracy. 6 Degrees Health helps prevent issues such as duplicate, excessive, or unwarranted charges.

There are many benefits to this type of plan, but most importantly, there are no “out-of-network” doctors. You are no longer restricted only to providers within a certain network, and there is no increased patient responsibility if you see a doctor outside of a network.

With the benefit of an open access health plan, there could be some questions from your doctor. This is because they may be unfamiliar with this type of insurance. Don't be alarmed. 6 Degrees Health Patient Support Services will work with you and your doctor to answer any questions that may come up.

## What should you tell your doctor?

### My doctor won't take my insurance

Explain that you do have insurance through an open access health plan. The office can call 6 Degrees Health Patient Support Services and our team will educate your provider on how the plan works.

### The provider is demanding full payment before they see me

The provider may request payment prior to providing services; however, as the patient you need only pay any applicable co-pay, co-insurance or deductible. To confirm these amounts, please refer to your employee benefit information or contact your TPA.

### 6 Degrees Health Patient Support Services

1600 NW Compton Drive, Suite 208  
Beaverton, OR 97006

**Email:** [pss@6degreeshealth.com](mailto:pss@6degreeshealth.com)

**Phone:** (503) 640-9933, ext. 200  
(888) 615-6398

**Fax:** (503) 616-7174

**Hours:** Monday – Friday  
7:00am – 4:00pm PST

# Balance Bill Information

If you receive a balance bill from your provider (other than a co-pay or deductible), please contact 6 Degrees Health Patient Support Services. Our team will help you through the process and work directly with your provider to resolve the dispute on your behalf.

## Frequently Asked Questions

### Will 6 Degrees Health work with the Provider to resolve disputes over charges?

Yes. A member of the Patient Support Services team will communicate with the Provider to discuss resolution. At this point, communication from the Provider should be sent directly to 6 Degrees Health Patient Support Services. You will be contacted with updates throughout the resolution process.

### What if the Provider continues to contact me?

If you do speak with a representative for the Provider, get their name and phone number and relay that information to Patient Support Services. If the communication came through the mail, you can forward that via email or fax. You can also direct the provider to contact Patient Support Services directly.

### How long will this process take?

Each Provider has different processes for resolving payment disputes. 6 Degrees Health will support you through the entire process and work diligently to resolve the matter quickly.

### Can I still see my provider if they've balance billed me?

Yes. If the provider turns you away because of an outstanding balance, call 6 Degrees Health or your TPA right away. We will work with the provider to get your access cleared.

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## What information should I provide?

6 Degrees Health is here to help. To expedite the resolution process, we will need some information from you.

- Your full name and employer's name
- Date(s) of service for the claim
- A copy of any documents received from the hospital or facility
- Daytime telephone number and email address for us to contact you