

FAQ

(Frequently Asked Questions)

December 2008

Question:

What is an *E.O.B.* or *Explanation of Benefits*?

Answer:

An *Explanation of Benefits* is not a bill. It is a summary sent to the provider (doctor, facility, etc.) and to you, the insured.

An *E.O.B.* details:

- The amount billed on the date of service
- Any insurance carrier discounts
- The amount covered and/or paid to the provider
- Any amount owed by you, the insured.

After this explanation is received by the provider, they will bill you for your portion, if any. If you feel you are being billed incorrectly, please forward the bill to our office for assistance! Please remember to include the complete date of service. Our fax number is 770.499.9882.



2655 Dallas Highway, Suite 130 • Marietta GA 30064
770 499 2040
www.providentgroup.com