

Q. I Received a Bill. What Do I Do with It?

- A.** Always start with the [Redirect Health Member App](#). If your appointment was fully coordinated by Redirect Health first, chances are we may have already received a claim from your provider, and they are billing you for your patient responsibility, or you were advised by our team to have the office bill you and submit it later for review. Go ahead and submit it through the App. Once submitted please allow our team two weeks to review the bill and follow up with you. We will connect with you if you have any remaining member responsibility or that the bill has been taken care of.

If you are unable to download the App, you can also submit bills or receipts at RedirectHealth.com/ExtraHelp or by texting or calling us at **888-407-7928**

Q. What Should I Do with My Copay Receipts?

- A.** Always save any receipts. You will use your [Redirect Health Member App](#) to submit any receipt to be applied to your max-out-of-pocket. Please note to only submit itemized receipts. (only applies to EverydayCARE® with Hospitalization plans)

If you are unable to download the App visit RedirectHealth.com/ExtraHelp and select the dropdown "Submit paid receipt".

Q. I Have A Question About A Bill, Where Do I Go?

- A.** Start with the [Redirect Health Mobile App](#) and click on Extra Help. Select "Medical Bill Help" in the dropdown.

If you are unable to download the App, you can reach out to us at RedirectHealth.com/ExtraHelp or by texting or calling us at **888-407-7928**

Q. I Need to Submit a Receipt for Reimbursement. What Should I Do?

- A.** If you have been instructed by the Redirect Health Care Team to submit your receipt for reimbursement, start with the [Redirect Health Member App](#) to submit a receipt. Please note to only submit itemized receipts. Once submitted please allow our team 72 hours to review and process your reimbursement. If our team has any questions or needs any additional information, they will reach out to you. A confirmation text will be sent out to let you know a reimbursement has been approved and processed.

If you are unable to download the App, you can reach out to us at RedirectHealth.com/ExtraHelp and select the dropdown "Submit Paid Receipt" or by texting or calling us at **888-407-7928**

Q. Where Does My Provider Mail or Submit Claims?

- A.** If your appointment has been fully coordinated by Redirect Health first, chances are they should already have the payment and insurance information on file before you get to your appointment. You can always show your Redirect Health ID card in the [Member App](#) to your provider as well. We are within the MultiPlan PHCS billing network. The ID card will have the Payor ID for electronic claims. Or they can mail claims to the address below.

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