



Welcome, Employees of Evergreen Retirement Community, Inc.!

We'd like to welcome you to WPS Powered By Auxiant™, your new third-party administrator (TPA), effective Jan. 1, 2025. In this letter, we will address questions commonly asked when changing insurance companies or third-party administrators. The group number is WP165.

What is a third-party administrator (TPA)?

A TPA is the entity (such as WPS Powered By Auxiant) contracted to set up and provide administration to your health plan, such as Evergreen Retirement Community, Inc. A TPA is not an insurance company. WPS Powered By Auxiant's primary role is to process and pay claims (funded by the group and stop loss insurance) as instructed by the group via the Plan Document, which outlines all medical benefits.

What do I need to know about my new ID cards?

You will receive new ID cards in December or sooner. The cards will identify all you need to know about network providers, pharmacy benefits information, claim flow, and contact information.

Important:

Present your new ID card to all of your providers, including pharmacies, physicians/clinics, and hospitals. Using your new ID card ensures that when you go to a medical or pharmacy provider, your claims will be paid promptly.

How do I find health care providers in the network?

Your plan has partnered with the networks shown on your customer ID card. This partnership will give you access to a network of doctors and facilities with great savings. You can get the most out of your benefits by using providers that belong to that network. Providers that belong to the network have agreed to provide a discounted fee, making your benefits go further.

Two easy ways to find an in-network provider-

To find a provider in the HPS Network:

- Go to onlineaccess.hps.md

To find a provider in the WPS Statewide or First Health networks:

- Visit wpshealth.com and click on Find a Doctor.

Important:

It is very important that you verify that your professional providers are in the network before your scheduled visit. Providers can leave or enter the network at any time. We recommended you check the network status of your provider on a regular basis.

Where can I go to get my prescription filled?

SmithRX will be managing your prescription benefits. Please be sure to present the new ID card to your pharmacist. To find a retail pharmacy in your area, please call Phone Number 1-844-454-5201 or visit

<https://member.mysmithrx.com/login>

Please see the additional materials provided by SmithRX

Present your new ID card to all of your providers, including pharmacies, physicians/clinics, and hospitals. Using your new ID card ensures that when you go to a medical or pharmacy provider, your claims will be paid promptly.

What happens to my claims incurred prior to Jan. 1, 2025 that have not been processed yet?

If you have any outstanding medical bills with dates of service prior to January, 1 2025, those will continue to be processed by your current insurance company. Claims incurred starting Jan. 1, 2025 will be processed by WPS Powered By Auxiant.

Who do I call to pre-certify my hospital stay?

Admission notification is required for inpatient hospitalizations. For pre-certification, call 800-333-5003 We recommend you or your doctor call at least 48 hours in advance of a scheduled inpatient hospitalization or within 48 hours or the first business day following an emergency admission.

Important:

Medical necessity review is also recommended on chemo-radiation therapy services prior to services being rendered.

Case Management—WPS Powered By Auxiant is able to identify cases for early intervention through the claims and pre-certification process. A case manager may contact you to offer you guidance, education, and assistance in understanding your treatment plan.

How can I contact WPS Powered By Auxiant?

Customers can create an account in our online portal for easy access to benefits, claims, EOBs, and policy documents. Register for a customer account here wpshealth.com/customers/group. Scan the QR code for helpful tips on registering for an account.



Important telephone numbers to have on hand:

Benefits and eligibility, call Customer Service:	888-950-0060
First Health Network:	800-226-5116
Pharmacy/Prescription benefit through SmithRX	1-844-454-5201
Pre-certification for inpatient stays:	800-333-5003

We look forward to serving you. Please contact us if you have any questions—we are here to help!



PROVISION/BENEFIT	PREFERRED PROVIDERS What you pay	NON-PREFERRED PROVIDERS What you pay
Deductible		
Per Covered Person	\$2,000	\$16,000
Per Family	\$4,000	\$32,000
Coinsurance		
Coinsurance	0%	50%
Maximum Annual Out-of-Pocket Limit (includes deductible, coinsurance & all copayments)		
Per Covered Person	\$6,000	\$24,000
Per Family	\$12,000	\$48,000
Covered Expenses		
PROVISION/BENEFIT	PREFERRED PROVIDERS What you pay	NON-PREFERRED PROVIDERS What you pay
Primary Care	\$25 Copay	Deductible and Coinsurance
Specialist	\$50 Copay	Deductible and Coinsurance
Urgent Care	\$100 Copay	Deductible and Coinsurance
Emergency Room	\$500 Copay	Deductible and Coinsurance
Hospital inpatient services**	\$1,500 Copay	Deductible and Coinsurance
Outpatient Hospital Non-surgical services	Office Visit – No Charge, deductible does not apply Facility - \$900 Copay after deductible	Deductible and Coinsurance
Lab / Diagnostic	\$50 copay for x-ray and bloodwork \$500 for Imaging (CT/PET scans, MRIs)	Deductible and Coinsurance
Immunizations	0%	Deductible and Coinsurance
Preventive care services* (includes routine eye exams for children and adults)	0%	Deductible and Coinsurance
Surgical services**	Deductible and Coinsurance	Deductible and Coinsurance
Prescription Drugs	\$10/\$40/\$80	Not Covered

This is a brief summary of benefits created from a sales quote presentation. Finalized benefits will take precedence over any benefit information presented in this outline.

* Includes preventive screenings as required by the United States Preventive Services Task Force (USPSTF)

** Some services may require prior authorization. Please go to our website [wpshealth.com](https://www.wpshealth.com) for further information.

Preferred Provider Networks

HPS Network: onlineaccess.hps.md

Select Find a Provider, Enter the type of provider, the provider's name and/or specialty, and location/distance, then select Search

WPS Statewide Networks: visit <https://www.wpshealth.com>

Find a Doctor, Open Enrollee or Visitor, Select Statewide as the network and enter a zip code.

First Health Network: visit myfirstthealth.com (for residence or travel outside of WI)

Customer Portal Tip Sheet

WPS Powered By Auxiant makes it easy and convenient for you to check on claims, view and request ID cards, send and receive secure messages, view your benefits, and more. You can find these and other helpful online resources on the WPS website at wpshealth.com and in your secure online [customer account](#).

Logging In

Start by choosing the login button that matches the logo on your customer ID card. For WPS Powered By Auxiant customers, the logo on your card should match the one on the right.

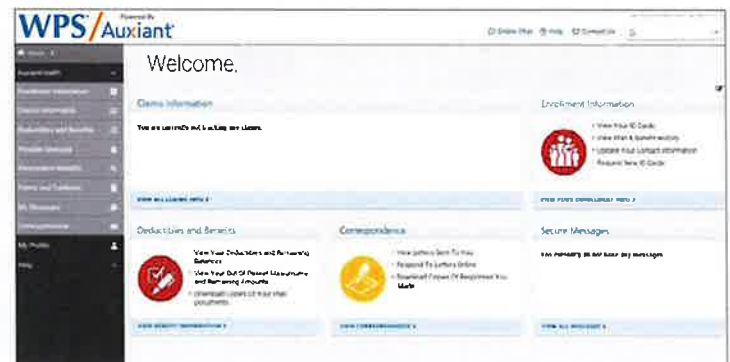


Log in to the **customer portal** using your username and password.



Dashboard

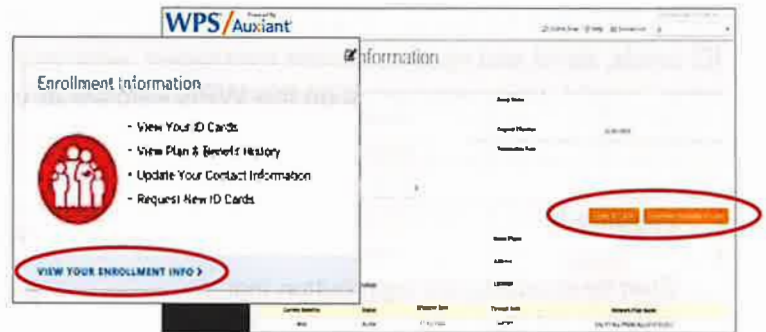
After logging in, the first page you will be taken to is the **Dashboard**. From the Dashboard, you can check your account balances, see a high-level overview of your claims, and view messages.



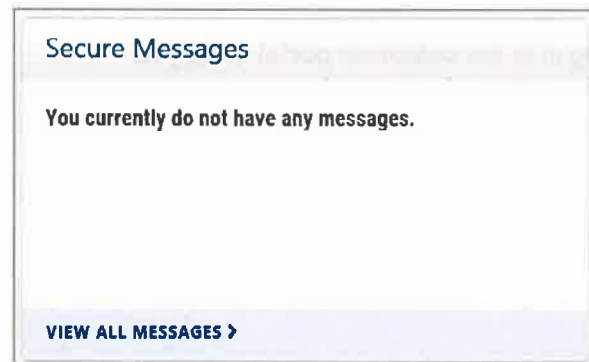
Customer Portal Tip Sheet

To view your ID cards, click on **Enrollment Information**.

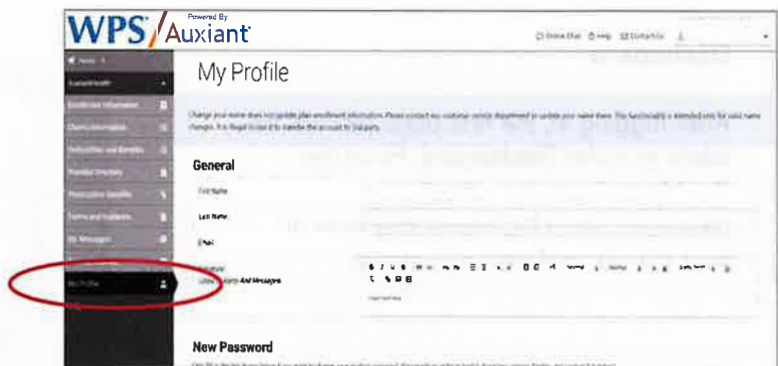
Here, you can download printable ID cards and order new ID cards.



If you have any messages in your **Secure Message Center**, you can click **View All Messages** link to read them.



You can view your account management tools by clicking on **My Profile** on the navigation menu in the sidebar.



Customer Portal Tip Sheet

My Benefits

To view your benefits, click on **Deductibles and Benefits** from the side navigation menu. That will take you to a page with details of your coverage and your **Plan Document**.

Deductible	Self Max Amt	Self Max Met	Self Deductible	Family Max Amt	Family Max Met	Family Deductible
WETNAM DEDUCTIBLE						
In Network Deductible						
Out of Network Deductible						
WETNAM OUT OF POCKET						
In Network Medical						
Out of Network Medical						

Benefit Information

PLAN: (None)*

*The benefits summaries available on this page represent all benefits offered through the WPS Employee Group's benefit plan. You are currently enrolled with benefits available at the benefits listed as applicable to you. Please also see the enrollment info page to verify benefits available.

All of the forms listed below are in PDF format which allows you to view them electronically on most computers. Adobe Acrobat Reader is required to view and print PDF files. If you do not have the reader, click here to download. For a change, click on the desired form from the options below.

Links:
Plan Document
Plan Document

Claims Summary and Details

To view your claims, click **Claims Information** on the side navigation menu.

You will be taken to a page where you can search your claims.

WPS/Auxiant Powered By

Claims Information

No Claims Found

To track the progress of a claim, find the claim on the list and click on it.

Once you are in a claim, you can choose to track the claim by clicking the toggle button to choose "Yes."

Claim ID	Status	Amount	Date	Action
12/15/2019	Completed	Charge: \$250.00	12/15/2019	Paid
04/07/2020	Completed	Charge: \$4.00	04/07/2020	Paid \$0.00
03/16/2020	Completed	Charge: \$17.28	03/16/2020	Paid \$0.00
01/10/2020	Completed	Charge: \$80.00	01/10/2020	Paid \$0.00
01/03/2020	Completed	Charge: \$80.00	01/03/2020	Paid \$0.00

Claim #: [REDACTED]

No additional details are available at this time for the claim you selected due to its current processing status.

Track This Claim: ☐ YES ☒ NO

HPS Network Integrated with WPS Statewide

WPS Powered By Auxiant Self-Funded Health Plans (50+ Enrolled)

Coverage where it counts

WPS Powered By Auxiant's clients have a unique proprietary PPO option available that integrates the best of WPS Statewide PPO with the best of HPS network options. This new best-in-class PPO network offers superior discounts and provider coverage throughout all of Wisconsin. Members located in Wisconsin have access to all the providers in the HPS Network and the WPS Statewide network. Integrating these networks makes getting quality health care easier.

HPS Network

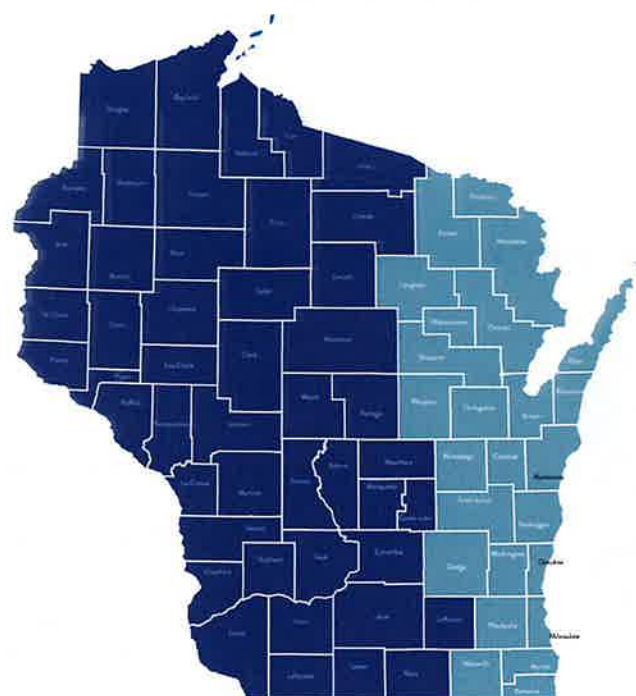
Offers access to major hospitals, health systems, and physicians throughout the state of Wisconsin.

Featured providers* in the HPS Network include, but are not limited to:

- Advocate Aurora Health
- Ascension Wisconsin
- Bellin Health
- Children's Hospital and Health System
- Door County Memorial
- Froedtert South
- Gundersen Lutheran Administrative Service
- Holy Family Memorial
- Hospital Sisters Health System Eastern Wisconsin
- Medical College of Wisconsin
- Mercy Health System
- ProHealth Care
- SSM Health - Agnesian HealthCare and Monroe Clinic
- ThedaCare
- UnityPoint Health - Meriter
- UW Health

The WPS Statewide Network provides access to additional providers within the HPS Network service area, as well as the featured providers below:

- Aspirus Health
- Essentia Health
- Marshfield Clinic/MCHS Hospital
- Mayo Clinic Health System
- SSM Health - Madison and Janesville locations



■ WPS Statewide Network ■ HPS Network

Note: There are providers throughout the state in both HPS and WPS Statewide networks.



Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.

Expanded network coverage available across the U.S. with First Health Network

You also get access to in-network benefits in all states outside of Wisconsin with the First Health National Network.



More than

993,000

doctors and health care professionals



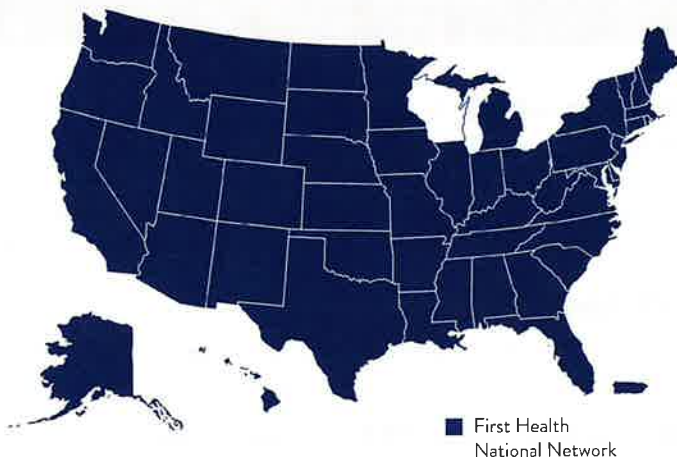
5,700

hospitals



52,000

ancillary facilities



The First Health wrap covers all 49 states outside Wisconsin, plus Puerto Rico.

Two easy ways to find an in-network provider

1

To find a provider in the HPS Network:

- Go to onlineaccess.hps.md
- Select Find a Provider
- Enter the type of provider, the provider's name and/or specialty, and location/distance, then select Search

2

To find a provider in the WPS Statewide or First Health networks:

- Visit wpshealth.com and click on Find a Doctor.
- Choose the Open Enrollee or Visitor option, select the appropriate network from the network list drop down, enter your ZIP code, click Continue, and follow the prompts. Once you are enrolled, you may select Existing Subscriber.
- You can call Customer Service at the number on your WPS ID card, Monday–Friday, 7:30 a.m. to 5 p.m. CT.

hps | PayMedix

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Auxiant

Finding a Provider

Choose your doctor

View the extensive HPS Provider Directory to find a doctor for your healthcare need(s). No copay is necessary upon arrival to your appointment.

Follow these steps to find your in-network providers:

1. Go to onlineaccess.hps.md
2. On the homepage click on Icon - **Find a Provider**
3. Enter the **Type of Provider**, **Provider Name and Location**
4. Review the results

Providers Results Near 53213							
Provider	Specialty	Facility	Facility Type	Address	Phone	Super EOB*	Miles
Alexander, Erick C.	Dermatology	Forefront Dermatology SC	Clinic	735 N Water St St. Francis, WI 53202	414-276-1222	Y	3.0
Bhatia, Neal D.	Dermatology	Lakeshore Medical Clinic	Clinic	163 N Milwaukee St St. Francis, WI 53202		Y	3.0
Bhatia, Neal D.	Dermatology	Lakeshore Thorndale Rehabilitation	Clinic	180 N Milwaukee St Milwaukee, WI 53202	414-227-1127	Y	3.0

Choose a provider from the HPS Provider Directory to receive in-network benefits. Claims from out-of-network providers will not be included on the SuperEOB, therefore, mailed and billed separately.

The HPS Network

HPS is contracted with two-thirds of Wisconsin counties, covering 96 hospital facilities and 22,600 individual providers. Below is a sample list of some of our many contracted providers:

- Affinity Health System
- Agnesian Health Care
- Aurora Health System – All locations
- BayCare Clinic
- Beaver Dam Community Hospital
- Bellin Health Systems
- Children's Hospital of Wisconsin
- Columbia St. Mary's – All locations
- Community Memorial Hospital
- Door County Memorial Hospital
- Froedtert Health – All locations
- Gundersen Lutheran Health System
- Holy Family Memorial
- Independent Physicians Network (IPN)
- Medical College of Wisconsin
- Mercy Medical Center (Oshkosh)
- Meriter Hospital and Affiliated Physicians
- Ministry Health Care – All locations
- Oconomowoc Memorial Hospital
- Physician's Health Network of Sheboygan (PHN)
- Prevea Clinic
- ProHealth Care Medical Associates
- Ripon Medical Center
- Rogers Memorial Hospital
- St. Elizabeth Hospital
- St. Joseph's West Bend
- St. Mary's Hospital – Green Bay
- St. Nicholas Hospital
- St. Vincent Hospital
- The Sleep Wellness Institute
- ThedaCare – All locations
- UW Hospital & Clinics
- Waukesha Memorial Hospital
- Wheaton Franciscan Healthcare

37296-100-2209

Contact us today!

onlineaccess.hps.md or 888.477.7968

Customer Care

Phone: 888.477.7968
Monday - Thursday (7 a.m. - 8 p.m. CT)
Friday (7 a.m. - 5 p.m.)
Saturday (9 a.m. - 1 p.m.)

onlineaccess.hps.md

102016

The WPS Statewide Network

Network at a glance

Comprehensive Provider Access and Freedom of Choice

The WPS Statewide Network is a broad network ideal for employers with employees throughout the state. Employees enjoy convenient access to a wide range of providers across Wisconsin. Anyone covered under the WPS Statewide Network can enjoy in-network benefits when they visit participating out-of-state providers through our national network wrap. The WPS Statewide Network is also available to Individual Health Plan customers.

Scan to Find a Doctor



All critical access hospitals are in our Statewide Network. Please see our complete Provider Directory by scanning the QR code or visiting our website at wpshealth.com



200+

Hospitals and Surgery Centers¹



65,000+

Doctors and Practitioners



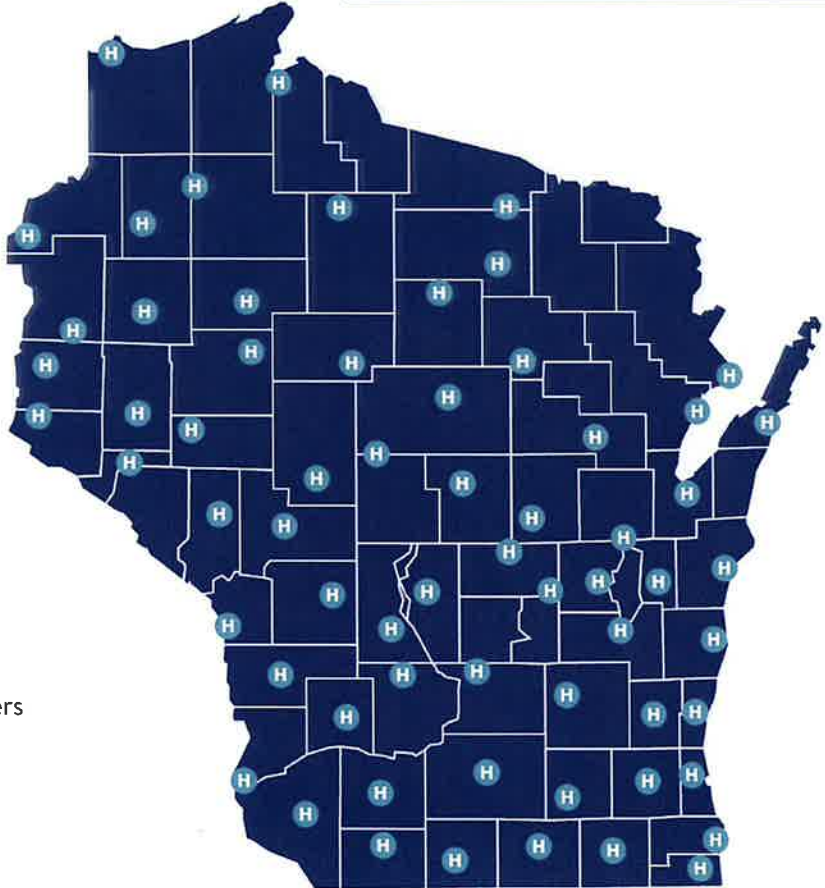
2,000+

Durable Medical Equipment/
Home Health Providers



8,400+

Clinics/Behavioral Health Providers



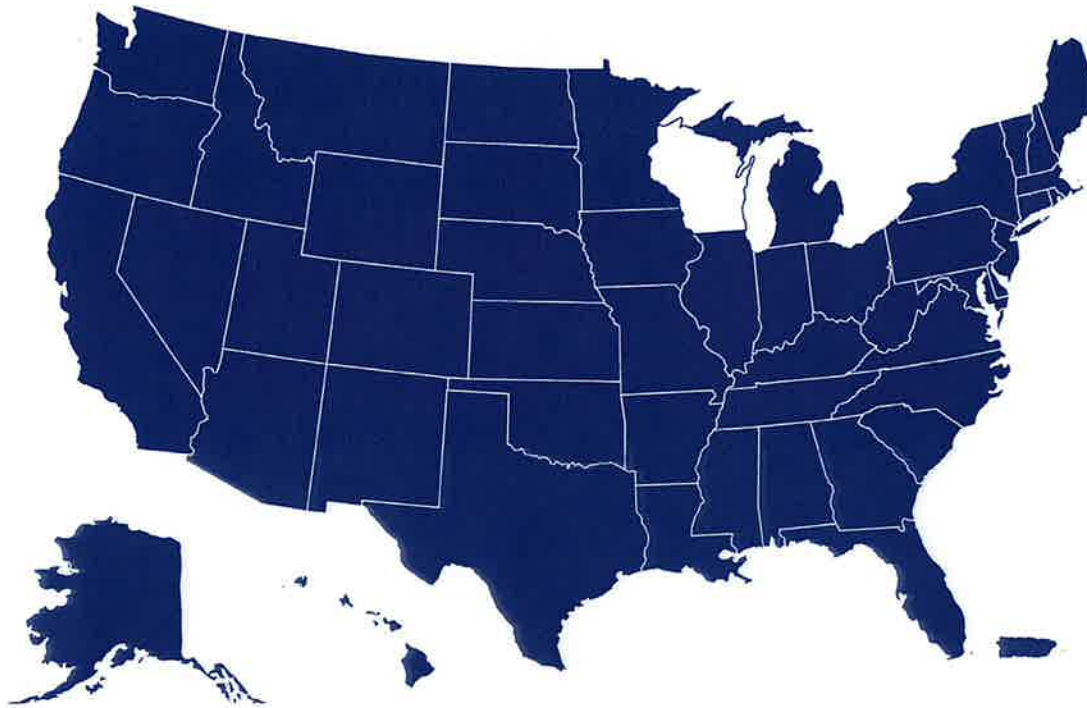
For more information, visit
wpshealth.com and click on the
Find a Doctor tool

¹Specialty Facilities include but not limited to: Surgery Centers, Residential Treatment Centers and Inpatient Psychiatric Facilities.

Provider listing subject to change. For the most up-to-date and complete listing of providers, log on to the WPS website at wpshealth.com and click on Find a Doctor. Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.



The First Health Network



First Health Network

The First Health wrap covers all 49 states outside Wisconsin and Puerto Rico.

Comprehensive provider access nationwide

Customers covered under a qualifying WPS regional or statewide network can also enjoy access to in-network benefits when they visit First Health Network providers in 49 states outside Wisconsin.

Featuring 993,000 doctors and health care professionals, 5,700 hospitals, and 52,000 ancillary facilities throughout the nation, the First Health wrap is ideal for customers who may travel or have children that attend school out of state.

Find a Doctor

Visit wpshealth.com and click on the Find a Doctor button. Choose Open Enrollee or Visitor, select First Health from the drop-down menu and enter your information to get started. Once you receive your Customer ID card, you may log in as an Existing Subscriber to complete your provider search.

For more information, visit wpshealth.com and click on the Find a Doctor link.

WPS™ Powered By **Auxiant**



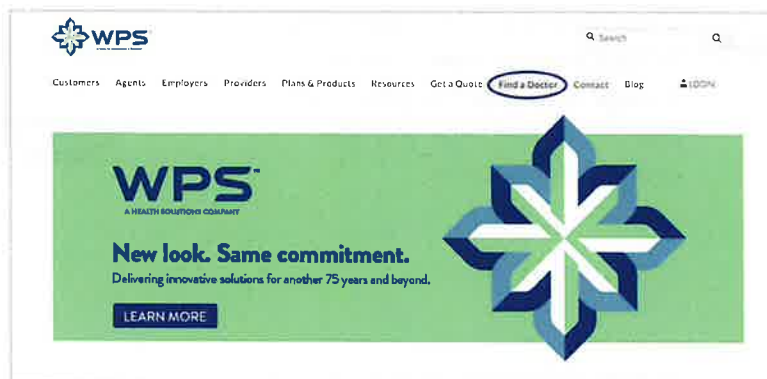
Access to Mayo Clinic locations is limited to large employer groups with access to First Health and/or large and small groups accessing our WPS Statewide Network. A large group is defined as an employer with 50+ total employees. Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.

Find A Doctor

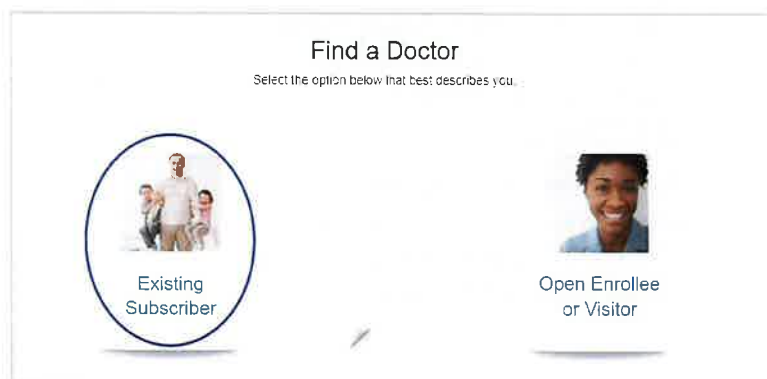
WPS Statewide Network



Go to wpshealth.com. Select Find a Doctor at the top center of the WPS home page.



If you are currently insured with WPS, select Existing Subscriber.



Enter the Subscriber Number shown on your ID card. Click Continue. You will then continue your provider or facility search based on your specific network options.



Find A Doctor

WPS Statewide Network



If you are not a current customer, select Open Enrollee or Visitor. Choose Statewide from the drop-down menu and enter your ZIP code. Click Continue.



Use the following screens to search by ZIP code, state and county, specialty, or provider/facility name. Once you have entered your specific search criteria, click Continue.



You are now on the First Health website. To search for providers, in the Network Options section, select First Health network, then click Start now.

Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.

For assistance locating a preferred provider, please call Customer Service at the number shown on your customer ID card Monday–Friday from 7:30 a.m. to 5 p.m.

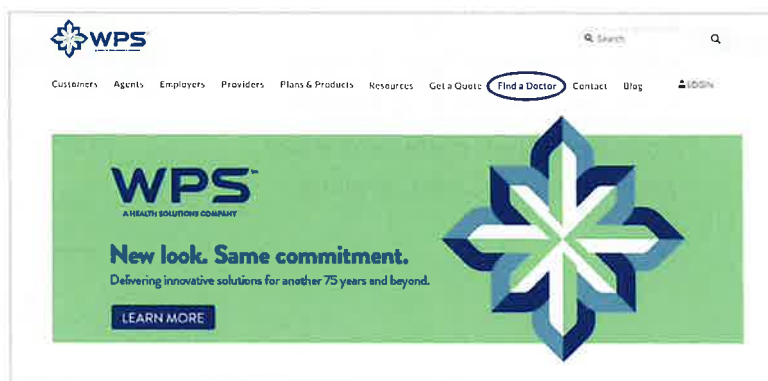


Find A Doctor

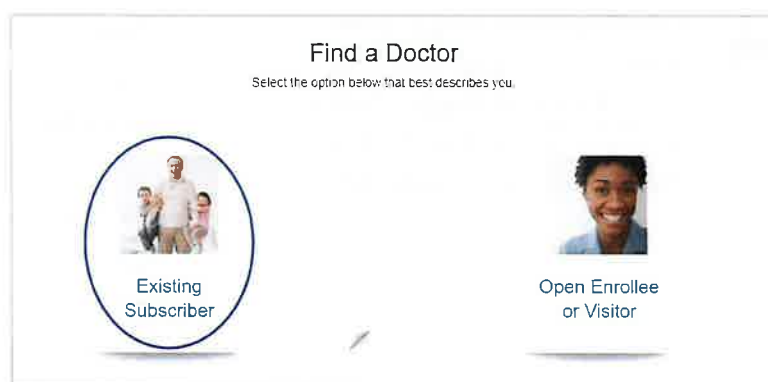
First Health Network



Go to wpshealth.com. Select Find a Doctor at the top center of the WPS home page.



If you are currently insured with WPS, select Existing Subscriber.



Enter the Subscriber Number shown on your ID card. Click Continue.

WPS™ Powered By **Auxiant**™



Find A Doctor

First Health Network



If you are not a current customer, select Open Enrollee or Visitor. Choose First Health from drop-down menu and enter your ZIP code. Click Continue.



Click Continue through the prompts until you reach the Provider Results page where you will be redirected to the First Health provider search tool.



You are now on the First Health website. To search for providers, in the Network Options section, select First Health network, then click Start now.

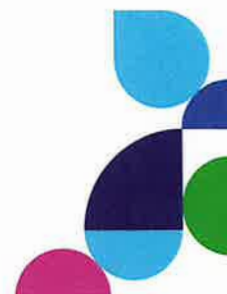
Please see the details of your ID card to ensure you are referencing the correct network directory. Providers can leave or enter the network at any time. It is recommended that you check the network status of your provider on a regular basis.

WPS™ Powered By Auxiant™



Virtual care that makes healthier possible

Access your healthcare by
phone, video or app.



General Medical (24/7 Care)

Need care for non-urgent and common conditions? Get same-day appointments with a certified provider from wherever you are. Teladoc Health providers diagnose, treat and even prescribe medicine if needed.

- Allergies
- Bronchitis
- Flu
- COVID-19
- Pink eye
- Rashes
- Sinus infections
- Sore throats
- And more

free/visit

Mental Health

Have real conversations and see progress with a therapist of your choice. Available 7 days a week from the privacy of your own home.

- Anxiety and depression
- Sleep issues
- Relationship conflicts
- Trauma and PTSD
- Medication management

Therapy free/visit
Psychiatry free/first visit
Psychiatry free/ongoing visits

Dermatology



Dealing with a skin issue? Start an online skin review with a dermatologist by uploading images and details of your concern. Get a treatment plan and prescription if needed in 24 hours or less.

- Acne
- Eczema
- Psoriasis
- Skin infections
- Rashes
- Rosacea

free/online review

HDHP members may have a fee depending on your plan.

Set up your account or log in to schedule a visit

Visit [Teladoc.com](https://www.teladoc.com) | Call 1-800-TELADOC (800-835-2362) | Download the app  

Teladoc Health is not available internationally.

Health plans are underwritten by the Wisconsin Physicians Service Insurance Corporation. Fees billed by our approved telehealth provider or selected participating telehealth provider are subject to change. Teladoc general medical services, mental health, dermatology, and P360 are available to all fully-insured groups. Teladoc general medical services, mental health and dermatology are available to WPS Freedom Essentials level-funded groups, but P360 is offered as an optional buy up. Teladoc general medical services, mental health, dermatology, and P360 are offered as optional buy ups for WPS Powered by Auxiant ASO groups. Teladoc P360 is not available for WPS Individual Health plans. Teladoc mental health, dermatology and P360 are not available for WPS Short-Term Health plans. Please call the number on your WPS ID card to verify Teladoc benefits available.

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Whether you're just joining HPS/PayMedix or you've been with us for a while, we want to make sure you're getting the full benefit of your membership. Use this resource guide to learn more about what's available to you.

How It Works

Your provider sends a claim to HPS

After you see a provider,
a claim is sent to HPS.

Your claim is processed

HPS works seamlessly with your plan's Third Party Administrator (TPA) to see that your claim is processed in a timely manner.

See all your physician bills and in-network charges on one clear, consolidated monthly statement.

Our innovative PayMedix SuperEOB™ is an easy-to-read statement that consolidates all of your and your family's in-network explanations of benefits (EOBs) and medical bills for an entire month, regardless of how many providers you saw. This single-statement experience takes the guesswork out of paying for medical costs. No need to hunt down all your different balances for each provider; you'll see just one number you need to pay, and you can pay it directly to HPS.



Understanding your PayMedix SuperEOB™

The first page includes a high-level overview of your balance due. Our customer care phone number is listed on this page in case you have any questions. The additional pages will show your claim details in the Explanation of Benefits section. The statement also includes a tear-off coupon that you'll need to include if you mail your payment rather than pay online.

What's a negative balance?

If you see a negative balance on your PayMedix SuperEOB™, it means you have a credit, not an amount due. We keep credits on your account for 60 days before sending out a refund. We do this in case additional claims are filed that require payment to us.

FINDING A PROVIDER

Choose your doctor

View the extensive HPS Provider Directory to find a doctor for your healthcare need(s). No copay is necessary upon arrival to your appointment.

Follow these steps to find your in-network providers:

1. Go to onlineaccess.hps.md
2. On the homepage, click on icon – Find a Provider
3. Enter the Type of Provider, Provider Name, and Location
4. Review the results



Scan here for onlineaccess.hps.md

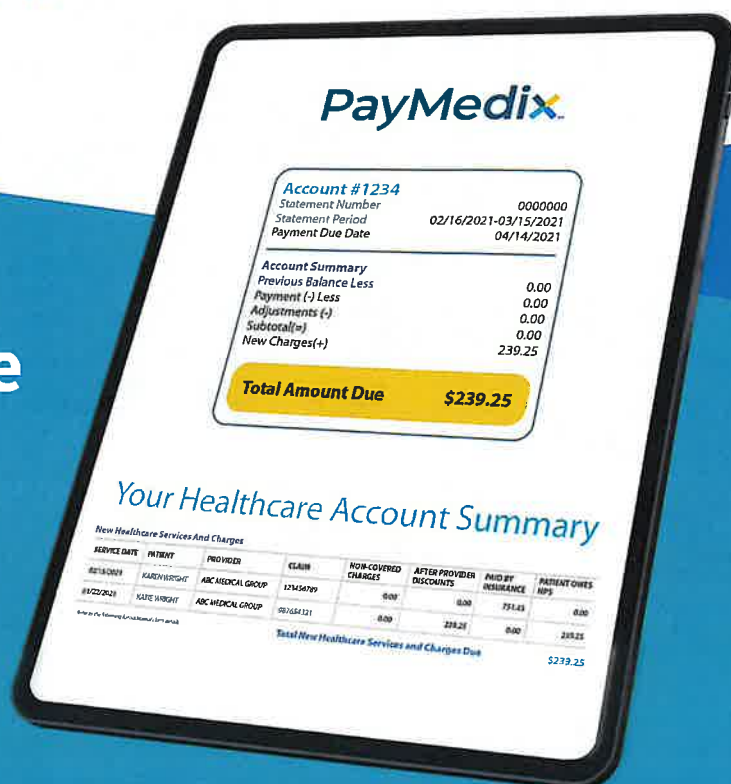
WHEN TO CONTACT HPS

Call or contact HPS when you want to:

- ✦ Locate a provider in the HPS network
- ✦ View claim details at <https://onlineaccess.hps.md/>
(All claims processed through the HPS network are tied to the consolidated PayMedix SuperEOB™ employees receive monthly.)
- ✦ Make payments for the employee portion of claims that HPS has paid to providers
- ✦ Put secondary insurance in place
- ✦ Set up or add new charges to an interest-free payment plan
- ✦ Call Customer Care direct at (888) 477-7968 or email customerservice@hps.md

Contact your TPA for questions about plan coverage, eligibility, and out of pocket accumulations.

Helping You Manage Your Healthcare Billing & Payment



HPS is dedicated to improving your medical billing and payment experience

We understand that many of our members can be confused and intimidated by the medical billing process, and often disheartened because there aren't readily available options to repay a large bill. The HPS team is committed to helping members like you overcome your frustrations and manage your healthcare finances. It starts with our proprietary PayMedix SuperEOB®, a simple, easy-to-understand statement that explains all your benefits and amounts owed to all your physicians. HPS also provides contact info for various patient advocacy services, and even provides interest-free financing if you need more time to pay.



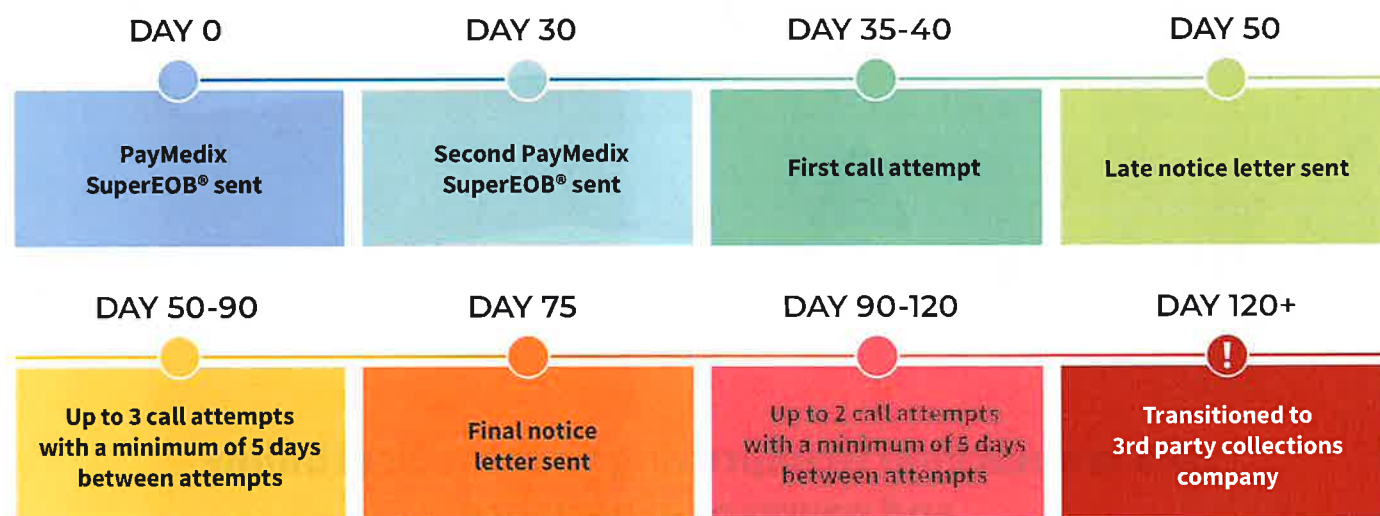
To save money for our members, we quickly pay your balance each month

To get the best pricing for our members, HPS has committed to paying our providers for their services as quickly as possible on your behalf. Then you simply pay us back. All your providers' services and bills are consolidated onto one, simple monthly statement — our PayMedix SuperEOB® — and you make one payment to HPS no matter how many providers are involved. These statements are sent at the same time each month, helping you to better plan ahead, and payments are due within 30 days.

3 Ways To Pay:

- Pay online: hps.md/pay-now
- Pay by phone: 888-477-7968
- Pay by mail via check or credit card
- Add new charges to an EXISTING payment plan by contacting customer care@hps.md with your statement number

The Billing & Collection Timeline



Understanding the account aging process

After the first PayMedix SuperEOB® is sent, HPS customer support begins an account aging process. If you don't pay or contact HPS by the due date listed on the PayMedix SuperEOB®, customer support will make multiple attempts to contact you by phone and mail to understand why you haven't paid, to answer any questions, and to create an interest-free payment plan if you need time to pay.

Even if you cannot pay your bill, please contact us so we can talk through what options you may have. We cannot help you or stop the aging process of your account if you do not contact us.

Establishing a payment plan

To help you better manage your healthcare costs, we can establish an interest-free payment plan. When you've done that, you'll receive a Payment Agreement Notice in the mail informing you of the payment plan terms and schedule. You will receive a Payment Plan Reminder 10 days before the due date.

Members with payment plans who default on payments have up to 10 days after the due date to make a payment before falling into Broken Promise status. After an additional 10 days of call attempts with no member contact (25 days after the original due date), the payment arrangement will be removed. If you resume payment during Broken Promise status, you can reestablish your payment arrangement.



Note: It's important for you to update your payment plans to incorporate new charges as they occur. If you continue to receive treatment, you should contact us about adjusting your payment plan.



Before sending an account to collections

Our top priority is working with you to find a payment solution. Once all attempts to contact a member about a past-due bill have failed, HPS will conduct an internal review to determine whether an account should be sent to third-party collections. Some factors we'll consider include: Whether you've connected with us previously to discuss the account; whether the payment method had failed; total outstanding balance.



Helping you find the best solution

If you have any questions about working with HPS, you should immediately contact our customer service team. We're here to deliver a simpler, easier healthcare billing and payment experience for all our members.



Contact us today:

Phone: 888-477-7968

Email: customercare@hps.md