



# Important Information about Balance Billing

As a Molina Medicare Medicaid STAR+PLUS Plan member you do not have to pay for services that are covered by your health plan. As part of the MMP program your providers have agreed to accept Molina Medicare Medicaid STAR+PLUS Plan payment as payment in full.

Deductibles, coinsurance, or copayments are known as cost sharing amounts. If you get a bill for a deductible, coinsurance or copayment amount this is called balance billing. **Please be advised that it is unlawful for providers to “balance bill” any patient who is a member of Molina Medicare Medicaid STAR+PLUS Plan for any covered services.**

There are times when you will have to pay for a service in full, please see below.

## When do you have to pay?

If you do not follow our plan rules you may have to pay the full cost of the service yourself.

Here are some examples of plan rules you must follow:

- The care or medications you get must be medically necessary;
- The care or medications you get must be covered by the plan;
- If you get care from a provider who does not work with the health plan and the services are not urgent or emergent, you must get approval from the plan or your doctor.

If we decide that you are responsible to pay for a service because you did not follow plan rules, we will send you a denial letter. The letter will explain why we denied the service. If you do not agree, the letter will tell you how to appeal the denial.

In these examples the provider is allowed to bill you in full for the services we denied. **This is not considered “balance billing”.**

Please call our Member Services to find out more about our plan rules, or the difference between balance billing and a denied claim. Member Services days and hours of operation are listed below.

## Are you being Balance Billed?

If you think you are being balance billed call Member Services at (866) 856-8699. TTY users should call: 711. We are open Monday – Friday, 8 a.m. to 8 p.m., local time. Please have the bill ready when you call.

Molina Medicare Medicaid STAR+PLUS Plan is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

You can get this document for free in other formats, such as large print, braille, or audio. Call (866) 856-8699, TTY: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free.

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