# Surest plan copay tips.

The Surest plan is designed to let members see prices (copays) before visiting a provider in the UnitedHealthcare and Optum Behavioral Health networks. The price you see in your plan should be the price your provider charges.

## Tips to avoid copay confusion:

•	
۵	

1. Use the Surest app or go to Benefits.Surest.com to find the copay for the provider and location you're visiting. Helpful tip: Take a screenshot of the provider price on your device and save it for reference.



2. At check-in, confirm the provider copay matches what's displayed on your Surest app or website. If the copay matches your plan, then pay it at your visit or ask to be billed.



3. If the amount doesn't match your plan, ask the office to bill you for the visit. This will allow the claim to be submitted, processed, and then charged back to you at the correct copay.

If payment is required at the time of your visit, ask the office staff to call Surest Provider Services at 844-368-6661 to confirm the correct copay amount *before* making a payment.

### After your visit



Surest will send you an Explanation of Benefits (EOB) document in the mail or electronically via your Surest account. The EOB describes how the Surest plan covered the services you received. It is a summary of the costs, not a bill.

surest.					
No.			faituritan	Jana Sample	
Nagar, Merinan 1. Merina Nati			Autom:	John Georgia	
			Rember in	1012145	
			anap.	Europia Company	
Jose Garrie			hisp	12464	
TING AVENUE LAN ANTONN, MIKTING			Gain Runker	and statute	
Hi, Jane.				October 10, 202	
This document summations your result instells activity amount Samet paid for those charges. This is not a bill.		into the artes	uni uharged ky yn	or preciden(s) and the	
Cerul Investedness			YOUR	\$65	
Your provider killed this amount .	6	34.00			
New reduced allocated in		64.Q		S IS NOT A BILL	
Your layersi pint pati Your report hilly		ec.au			
Ynor repeaddilly			Contraction of the second	2	
			Columba		
Therespeciality Check your costs and coverage osiline to a prover the rest or level and coverage osiline			Coll, obs	entional	
Theorymeitility Check your casts and coverage online. No are areas of many your lower among only in the interference of the sector of the sect			Colored Colore	and the standard magnetic start of the start	

#### If you paid the copay at your visit:

Check your EOB to confirm the amount you paid matches the amount you may owe on the EOB. If there is a difference in the two amounts, contact your provider's office or **Surest Member Services at 866-683-6440, Monday – Friday from 6 am – 9 pm CT.** 

#### If you didn't pay the copay at the office:

The provider will send you a bill for your visit. Check that the details listed on the bill match your EOB, including:

- Service(s) received
- Date of service(s)
- Provider responsibility
- Amount you owe

If the provider's bill matches your EOB, pay the amount due to your provider.

#### If you paid the wrong copay amount:

The correct copay amount will get fixed when we process the claim. This may take time and will require you to initiate the reimbursement. Please call Surest Member Services for more details at 866-683-6440, Monday – Friday from 6 am – 9 pm CT.



ALL\_22-AI-407650\_0323

Administrative services provided by Bind Benefits, Inc. d/b/a Surest, its affiliate United HealthCare Services, Inc., or by Bind Benefits, Inc. d/b/a Surest Administrators Services, in CA.