Match the Explanation of Benefits Before Paying the Provider Bill - working notes

One situation. Clear facts. An honest next step.

An explanation of benefits is not a bill. Match it to the provider's bill and payments already made, then ask the health plan or provider about any discrepancy.

Hypothetical example: An adult compares a matching provider bill with the explanation and a payment already made at the visit, then asks the billing office how that payment was applied.

01 Identify who sent the document

Identify the explanation of benefits and the provider bill.

Document types located

Matching-service check completed

Private record location

02 Read what the columns actually describe

Read the claim columns and prior-payment limitation.

Column needing explanation

Remark-code question

Prior-payment record available

Match the Explanation of Benefits Before Paying the Provider Bill - working notes / Review & follow-through

03 Compare the same visit and service

Match the actual service and reconcile payment evidence privately.

Generic discrepancy

Provider question

Health-plan question

04 Give each question to the place that can answer it

Ask the appropriate office and retain the actual response.

Office contacted through verified route

Response status

Deadline or follow-up action