

# HST'S PATIENT ADVOCACY CENTER

"I'm so thankful the PAC was there to help resolve my balance bill. I really can't say enough about the support and communication they provided throughout this process"

- Jane B., CA

The Patient Advocacy Center (PAC) is a member-driven service offered as part of our Value-Driven Health Plan Services. In the rare instances of balance billing, where a provider tries to collect any amount greater than the amount the patient is responsible for, the Patient Advocate's role is to educate providers on the Value-Driven Health Plan Services and work directly with them to achieve a resolution all the while keeping the member apprised.



## PATIENT ADVOCATES

Our team of Patient Advocates are always working hard to ensure providers are charging you a fair price for your medical services and that you only receive a bill for your patient responsibility.

## BENEFITS OF HST'S PAC:

- Less than 2% of claims are disputed
- A dedicated Patient Advocate represents you through completion
- Accessible via phone, text, email, and HSTConnect mobile app



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# PATIENT ADVOCACY CENTER (PAC)

## FREQUENTLY ASKED QUESTIONS

### WHO IS HST?

HST, a MultiPlan company, has been engaged by your Employer to review some healthcare medical bills and verify that all billed charges are fair for both you and the provider. For example, we identify any inflated or duplicate charges on your bill.

### WILL THE PROVIDER KNOW THAT AN HST PATIENT ADVOCATE IS INVOLVED IN MY CASE?

Yes. We will contact the provider to inform them that an HST Patient Advocate has been appointed as the liaison between the member and the provider. We will ask that that all

communications to you, the member, should be redirected to the Patient Advocate.

### WILL MY CREDIT BE AFFECTED?

No. The Federal Fair Credit Reporting Act mandates that neither the provider nor their agents may threaten the patient's credit rating or report them as delinquent while the claim is being disputed.

### WILL I BE NOTIFIED WHEN THE DISPUTE HAS BEEN RESOLVED?

Yes. Your HST Patient Advocate will notify you of the final resolution.



**DO NOT PAY  
THE BILL!**

If you receive a balance bill, contact HST's PAC. A representative will guide you through the process and handle all further communications with the provider on your behalf.

### INFORMATION TO PROVIDE THE PAC

- Your full name
- Date of service
- Copy of bill; EOB when available
- Your daytime phone number and email address

### WE'RE HERE FOR YOU

- Phone: (888) 837-2237
- Fax: (949) 891-0420
- Email: [pac@hstechnology.com](mailto:pac@hstechnology.com)
- Monday-Friday 7:00am–5:00pm PST
- HSTConnect (mobile app)

