

# Patient Advocacy Center (PAC)

If you receive a balance bill from your provider, please contact HST's Patient Advocacy Center. Our PAC representative will guide you through the process and handle all communications on your behalf with the facility.

**Do NOT pay the bill!**



**Patient Advocate**



[patientadvocacy@hstechnology.com](mailto:patientadvocacy@hstechnology.com)



**(888) 837-2237**



**(949) 891-0420 (FAX)**

## Frequently Asked Questions

### Who / What is HST?

HST is a company retained by your Employer that reviews medical bills to verify all billed charges are "accurate, reasonable and allowed". For example, to identify inflated and duplicate charges on your bill.

### Will the provider know that an HST Patient Advocate is involved in my case?

Yes. An HST Patient Advocate will contact the provider, via a telephone call and in writing, informing them that the Patient Advocate will be the liaison between the provider and that all communications with you should cease immediately.

### Will my credit be affected?

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

### Will I be notified when the dispute has been resolved?

Yes. An HST Patient Advocate will notify you, via a telephone call and in writing, of the final resolution.

## Information to Provide to PAC

We understand your situation and will help resolve any outstanding matters. We do need additional information which will help assist us in closing your bill.

- Your full name along with your employers name
- Date of Service
- A copy of the bill and any other documents received from the facility
- Daytime telephone number and email address to contact you

## Contact Us

**(888) 837-2237**

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Fax: (949) 891-0420