



Bill Resolve Overview

When our members face health challenges, our care advisors work to improve members' healthcare outcomes—helping to secure a diagnosis or treatment plan and avoid unnecessary care. Improved outcomes can help manage overall costs, but a member can still incur bills for any necessary medical care.

Members may not have the funds necessary to meet deductibles or out-of-pocket maximums, causing added stress and uncertainty while going through a healthcare challenge. In addition to health advocacy and care navigation services, Health Navigator can also provide members access to expert review and negotiation of healthcare bills and claims over \$800.

Nearly 1 in 10 adults have significant medical bills¹



Bill Resolve solution

Our full-service, HIPAA and PCI compliant online portal, is available to members 24/7.

Billing & claim advocacy



Our team will review and manage complicated bills, as well as provide resolution assistance with 3rd parties

Negotiation services



Leveraging 20 years of proprietary health billing data from every state, our negotiators will focus on reducing medical costs before or after treatments and work to create an extended payment plan, if needed.



25%
average member saving²

Bill Resolve services can also be utilized for dental and vision benefits, in addition to health.

To learn more about adding Bill Resolve to your Health Navigator, powered by PinnacleCare offering for your members, reach out to your Sun Life Stop-Loss Specialist or Heath Navigator Group Sales Representative.

¹ <https://www.healthsystemtracker.org/brief/the-burden-of-medical-debt-in-the-united-states/>

² Based on Bill Resolve member experience data 2002 to present.

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Group stop-loss insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 07-SL REV 7-12. In New York, group stop-loss insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI) under Policy Form Series 07-NYSL REV 7-12. Product offerings may not be available in all states and may vary depending on state laws and regulations. Product offerings may not be available in all states and may vary depending on state laws and regulations. Not approved for use in New Mexico.

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