



## NOT TO WORRY, GPA HAS YOU COVERED.

GPA understands how confusing receiving and paying for medical care can be. That is why we created the Nurse Navigator program, to provide clarity and assistance regarding your medical benefits. If you have any questions regarding your benefits please feel free to contact your GPA Nurse Navigator, using one of the phone numbers or e-mail addresses at the bottom of this handout.

### COMMONLY ASKED QUESTIONS REGARDING MEDICAL CARE:



#### A provider is stating that they do not accept my insurance, what do I do?

It is likely that they do not recognize the Physicians Only logo on the ID card. Explain that you have health benefits and request that they call GPA to verify your benefits—the number is on your card. If you are still having difficulties call GPA Nurse Navigator for assistance. We recommend that you give your insurance information to the doctor's office or hospital ahead of your scheduled appointment to minimize issues at the time of your medical care. Also, please note that the Nurse Navigator is available Monday-Friday 7am-7pm CST and is one of your best resources for appointments scheduled within that timeframe.



#### Could the provider ask me to pay for my procedure upfront?

The hospital performing your medical procedure may request money from you upfront however you as the patient are only responsible for your co-pay, co-insurance, and deductible. To confirm this dollar amount, contact GPA Nurse Navigator. Do not hesitate to ask for clarification of all charges at the time of service.



#### What if the provider asks me to pay more than my out-of-pocket?

Your benefits plan does not require you to pay anything upfront outside of your copay, co-insurance, or deductible. If the provider will not perform your treatment without money being paid upfront outside of your personal responsibility, contact GPA Nurse Navigator immediately. GPA Nurse Navigator will work with your provider to attempt to resolve the issue. If the issue is unable to be resolved with your provider, we will locate other provider options for you to select from for your medical services.



#### If received a balance bill:

Send it to ELAP immediately at [balancebills@elapservices.com](mailto:balancebills@elapservices.com). If you have a question as to the status of your claim, you may contact the Balance Bill Response Team any time at 1-800-977-7381. Remember, it is important to send every bill you receive to ELAP!



For any additional questions:

Please contact your GPA Nurse Navigator Monday-Friday 7am-7pm CST at  
**Phone: 800.843.6705 [option 1] or 972.619.2531 [option 1]**  
Email: [nursenavigator@gpatpa.com](mailto:nursenavigator@gpatpa.com)