

PUBLIC COMMENT REGARDING HEALTH INSURANCE PREMIUM AND COPAY ASSISTANCE

Received by the Office of Support on 04-20-20

Tori,

I wanted to let you know that I have received several questions concerning Insurance premium and copay assistance. Maybe we can add this to the public comment. The individuals did not want to be identified.

Apparently we only have one provider/agency participating in this category.

I have received a lot of questions concerning this category in the past, but today I received a question/concern about copayments.

Their concern was about the lack of acknowledgement that their request was received, when it was paid, if it would be paid, etc.

So my understanding was that there was no feedback once their request was sent in. This person said it would be helpful because they were getting past due notices and did not know what to say to the providers when they called.

I mentioned that they should tell them know that a third party was making the payment. That if they paid, they would not be reimbursed.

That they needed to wait a little longer for payment

I think in this scenario, it would be helpful for the agency to let the customer/client know that the copayment would be accepted or paid and give them some kind of timeline, or in best practice, send them an email back when a payment was made.

Thanks and have a great day,

Take care,

Bobby