



COVID-19 and Your Insurance

EXPLANATION OF BENEFITS and Your Frontline ER Invoice

Frontline ER will submit your medical claim to your insurance company. Once the claim has been reviewed you will receive an EXPLANATION OF BENEFITS (EOB) from your insurer.

The EOB is not a bill.

The EOB provides details about your medical insurance claim that has been processed and explains what portion was paid to Frontline ER. Items on the EOB will be:

1. Facility Bill (Use of the ER, medications administered, labs, imaging and supplies)
2. Physicians Bill (Physician charge for treatment)

Frontline ER, while an emergency room has opted to serve our community during the Covid Pandemic. We do bill as an emergency room as that is what we are. Your insurance may deny this portion of the bill. As long as your insurance has paid for the Covid-19 testing you should not receive a bill from us. We will make adjustments once we receive our copy of the EOB from your insurer.

YOU SHOULD NOT RECEIVE A FRONTLINE ER INVOICE

Frontline ER is not currently sending Invoicing for Covid-19 testing. We give the insurance process six months to fully process. After that period; if the insurance has not paid, you may receive a bill for the exact amount of the Covid testing. ER charges will not be billed for just a Covid Test.

If you receive a bill from us and feel it is incorrect, please contact us immediately at 214-499-9555; we will review it and make the necessary adjustments.

Again, your Explanation of Benefits from your
Insurance company is NOT A BILL.

--FRONTLINE ER