What To Do If You Get A Bill From The Hospital Or Doctor

**Step 1:** If you get something that looks like a hospital bill in the mail, make sure that it does not contain the words “insurance pending” or some other indication that the hospital has submitted the bill to the insurance company. If it does not, then move on to step 2.

**Step 2:** Call the hospital and ask them to bill your insurance company. You can give them the information on your insurance card/certificate. If the hospital refuses to send this bill or if it is not possible for them to do it, then move on to step 3. In some cases, you can also complete the insurance information on the back of the statement and submit it to the provider via mail, fax, or on the web (see image below).

**Step 3:** Fill out an insurance claims form following these instructions: Submit to the insurance company:

- All bills (make sure to keep copies of all bills for your own records)
- The patient's name and the policy holder/subscriber (The name of the person the policy is under)
- The ID number for the insured
- The name of your employer
- Your travel dates (for travel policies)

After you have gathered the above information, send it to Euro-Center USA and they will process the claim and determine the amount that the insurance will cover for your accident or sickness.

Euro-Center USA
140 W 57th St Ste 6A
New York NY 10019

If you have questions regarding your coverage, or are receiving a collections notice, call our office toll free at 1-800-844-3876 (1-212-265-8522 if you are overseas), or email us at newyork@euro-center.com.

![Image of insurance claim form](image-url)