

What to do when you owe Sidecar Health money?

Once a claim is processed, you have 30 days to pay your portion of the expense (if any) to keep the Sidecar Health VISA benefit card active. If the card becomes suspended, **don't worry, coverage is still active.**

You will be responsible for reimbursing Sidecar Health the amount invoiced to your account if:

- The healthcare provider's price exceeds your plan's Benefit Amount
- You have not yet met your deductible and incur expenses subject to the deductible

After 30 days, all swipes will be declined until past-due balances are paid in full. Sidecar Health sends the following notices to help you avoid past-due balances:

- Emails
- Notifications posted in your account on the member portal (main dashboard and the expenses tab)

Autopay is an optional setting that can be turned on to help avoid past-due balances. If enrolled in autopay, all future expenses will be automatically charged 10 days after finalization. To opt in, simply visit your account settings in the member portal, click "Benefit card," and "Autopay".

Through our partnership with Paytient, you may be eligible for a line of credit¹ to help pay your share of medical expenses including deductible costs over time – all without interest, fees, or credit checks.² Visit the financing page to learn more.

Please contact your Member Care team at [\(855\) 282-0822](tel:855-282-0822) with any questions about outstanding balances due or using your Sidecar Health VISA benefit card.



Have questions? We're real people, with real answers:

sidecarhealth.com/employerplanfaqs | [\(855\) 282-0822](tel:855-282-0822)

¹ Subject to approval for a line of credit by Paytient Technologies, Inc.

² Sidecar Health is providing information to you regarding a financing option provided by Paytient Technologies, Inc. Sidecar Health is not endorsing, recommending, or otherwise involved in providing such financing. By clicking "Sign Up for Paytient" you consent to Sidecar Health sharing with Paytient Technologies, Inc. certain contact and eligibility information including your name, address, date of birth, Social Security Number, email and phone number.