


Talking to your provider about Sidecar Health

Getting pricing and scheduling care

Do not use this script with providers designated as  “no swipe”. Ask these providers (e.g. ER, Quest Diagnostics, LabCorp and ProMedica) to bill Sidecar Health. Do not pay them directly. Learn more at sidecarhealth.com/NoSwipe.

Start with:

Hi, I’m a patient of [Doctor X] and I’m looking to schedule care. I have a new insurance plan through my employer, and it works differently than typical insurance. I’ll pay you directly in full for the care I receive, similar to a self-pay patient.

After my visit, I’ll need an itemized medical invoice from you. I submit that to my insurance company so they can apply my benefits. I work with them on the back end, so you don’t have to. Here are the questions I have before we schedule care:

1. Can you tell me what my services will cost, including any incremental fees (such as facility fees, test, labs)?
2. Some providers offer a discount for patients like me that pay right away. Is that the case for you, too? I’ve heard it called a “prompt pay” or “self-pay” discount.
3. Can you confirm that you’ll be able to provide me with an itemized medical invoice after I get care?



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

Chat with our Member Care team 7 days a week on our website or at **(855) 282-0822** TTY: 711.
Or visit sidecarhealth.com/employerplanfaqs.

Does your provider have questions?

We've got answers. Check out these common queries and quick responses.



Provider FAQs:

Do you not have insurance?

I am insured through Sidecar Health. It's an insurance plan that works a little differently. Instead of you filing a claim on my behalf after my visit, I'll be paying you for my care directly using a VISA card. And I'll receive my benefits after the fact by Sidecar Health.

Can I see your insurance card to look up your benefits?

I do have a digital ID card that I can show you. My insurance works differently than network-based plans, however. Unless you have a direct billing agreement with my insurer, Sidecar Health, you won't need an ID card to look up my coverage, copays or submit claims. I'll be paying you up front for my care with a VISA card and working directly with Sidecar Health to process my claim, so you don't have to.

We are unable to accept payment at the time of service, will that be an issue?

Not a problem. Send the bill directly to me whenever it's ready. I can take care of payment at that time.

Where can I go to learn more?

Check out sidecarhealth.com/providers, they have an entire page on how it works for providers. You can also call provider services line, the number is on my member ID card. It is (866) 441-9993.

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