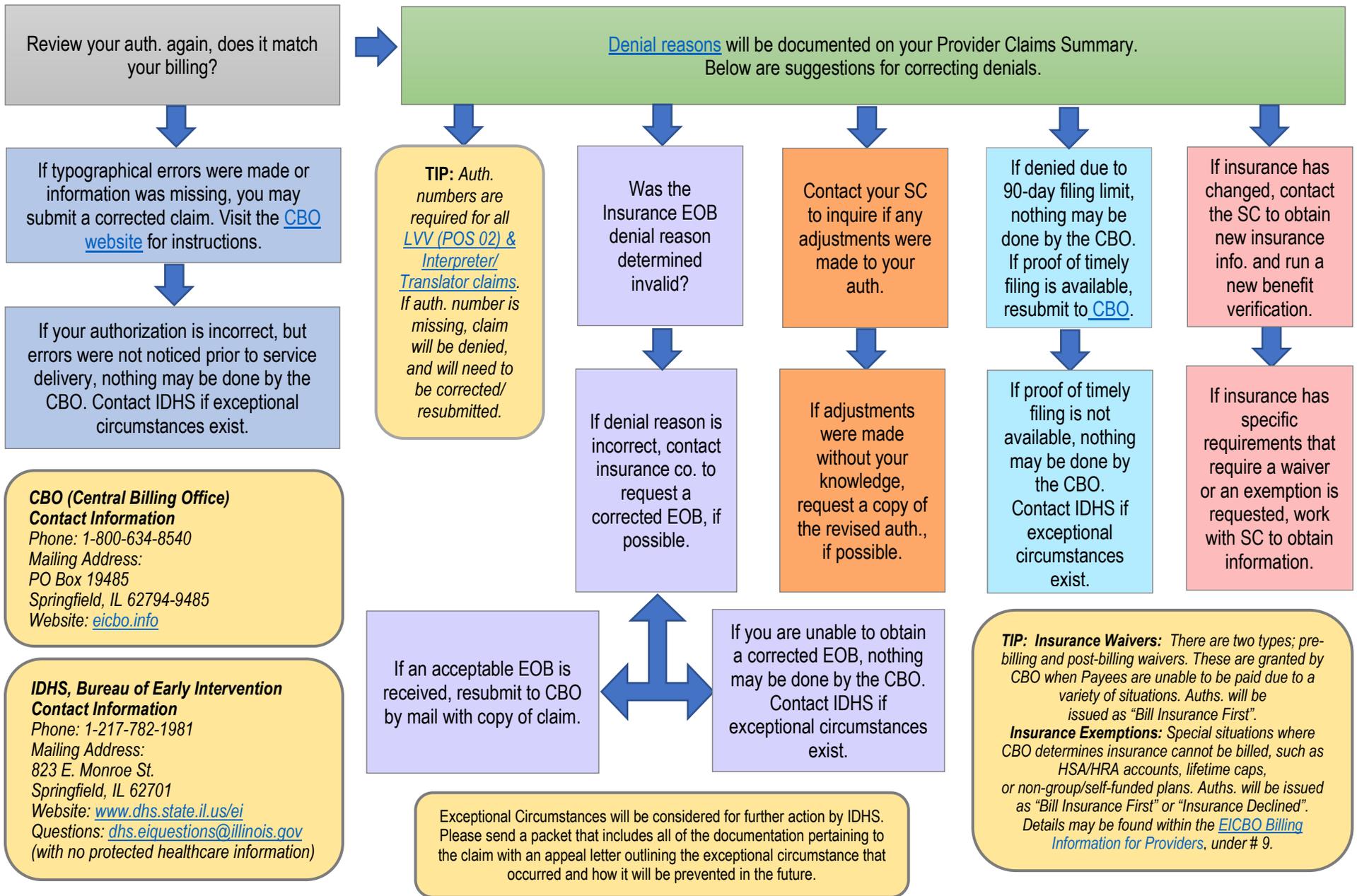


What do I do when my claim is not getting paid?



Other Helpful Notes: With new EI claim requirements, you cannot bill two different service types on the same claim form or dates of service that span over one month, i.e., May and June. For families who have chosen not to use their HSA/HRA accounts, providers **may not bill** those linked insurances. Providers will be required to refund any funds received for EI services. Please review *Payee Safety Net Policy* within [EICBO Billing Information for Providers](#), under # 10 if an insurance company is not responding to your submissions or you are having trouble obtaining required information to bill the CBO. Individual providers and provider groups of seven (7) or fewer, may utilize the [CBO Insurance Billing Unit](#) for insurance billing assistance.