

Europe Regional Medical Command  
Resource Management Division  
Accounting & Billing Operations  
Uniform Business Office

**TIPS FOR A HEALTHY FINANCIAL STATUS WITH eUBO**

1. Keep a suspense file of the EOBs you receive from your insurer and compare them with the invoices you receive from eUBO. This will help you understand how your benefits were applied.
2. Pay your balances within 30 days of receipt of request for payment.
3. If you cannot pay your balance in full on any account within 60 days, be sure to request a payment arrangement; in order to avoid your accounts becoming delinquent and being referred for collection action.
4. If you suspect we haven't filed your insurance although you gave your insurance information to the clinic, contact us immediately to confirm.
5. If you've had a visit that you believe shouldn't be chargeable, contact us within 3-14 days to avoid your bill being automatically mailed to you or filed with your insurer.
6. Use email whenever possible; we are constantly on the phone and using email will avoid a long waiting period.
7. If you wish pay your bill over phone using a debit/credit card, have the following information available
  - a. Exact amount to be paid
  - b. Corresponding Account Number(s)
  - c. Type of Credit Card (VISA, MC, etc)
  - d. Credit Card Number
  - e. Expiration Date
  - f. Three-Digit Verification Code
  - g. Street address and zip code to which your credit card statement is mailed
8. If you receive a NOTICE OF NON-RESPONSE letter, contact your insurance right away, delaying could result in an unpaid claim for which you will be financially responsible.
9. You must remain pro-active to ensure your claims are paid by your insurer.
10. Contact us as soon as you have any changes in your address, employment, family status, or insurance information.
11. Visit our website regularly for updated FAQs, rate information, etc.