

ALRAPAY ASSISTANCE
Call: 800-622-6233
Email: alrapay@alrapay.com
Fax: 585-641-7500
Hours: M-F, 8:00AM-4:30PM
Mail: 800 Parker Hill Drive-Suite 100
Rochester NY 14625

Simple Provider Payment Process

Employee: *Show this to your doctor to explain payment.*



FranklinPierce
UNIVERSITY

Dear Healthcare Provider,

Franklin Pierce University provides employee health care coverage through a high deductible health plan underwritten by ANTHEM Blue Cross/Blue Shield.

In addition to the insurance coverage, Franklin Pierce University also provides employees with a Health Reimbursement Account (HRA) which covers a significant portion of their deductible expense.

Once your office submits charges to ANTHEM BC/BS for services provided, the charges are checked against the patient's deductible and an *Explanation of Benefits* showing the patient's responsibility is sent to you, the patient, and the patient's HRA.

After Anthem BC/BS send the claims information to AleraPay, they will pay the provider directly until the account is exhausted.

We ask your cooperation in allowing this process to work before collecting payment.

This will ensure the correct payment from insurance or patient and, more importantly, provide the correct funds from the HRA to reimburse you for services provided.