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## MANAGE YOUR BILL

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**1. Ensure your baby has been added to your insurance plan.**

Simply contact your plan and inform them about your baby. A convenient phone number to call can be found on your insurance card.

**2. Ensure Onsite has current, correct information.**

We collect information from the hospital so that we can prepare the bill for your insurance company. To ensure this information is accurate, fill out a form on the website, or contact our Patient Advocates. It will take just a minute or two, and can save weeks of confusion.

**3. Send your "Explanation of Benefits" to Onsite**

After we bill the health plan, the health plan will send you an "Explanation of Benefits," which shows what was paid. For your convenience, Onsite sends you a pre-paid envelope for you to mail the Explanation of Benefits directly to us. If you misplace the envelope, please mail yourself to this address:

Patient Advocates  
Onsite Neonatal Partners  
1000 Haddonfield-Berlin Road  
Suite 210  
Voorhees, NJ 08043

Or, contact our Patient Advocates to request a new envelope.

**4. Your health plan may mail you a check: endorse it and send it to Onsite.**

Sometimes the health plan sends the check to you instead of us. If this happens, simply sign your name on the back of the check and send it to Onsite at the address above.

**5. If you have any questions, contact our Patient Accounting Advocates.**

Our Patient Advocates are here to help, and we are always happy to hear from you. Please get in touch at any time, and we will help navigate the process with you.