

Vistara™ Patient Advocacy Center

The Patient Advocacy Center (PAC) is a member-focused service offered as part of our Vistara™ services. In the rare instances of balance billing, where a provider tries to charge you more than you are responsible for, a patient advocate will step in on your behalf. They will educate providers on Vistara's services and work directly with them to achieve a resolution where possible. You'll receive updates throughout the process.

Patient Advocates

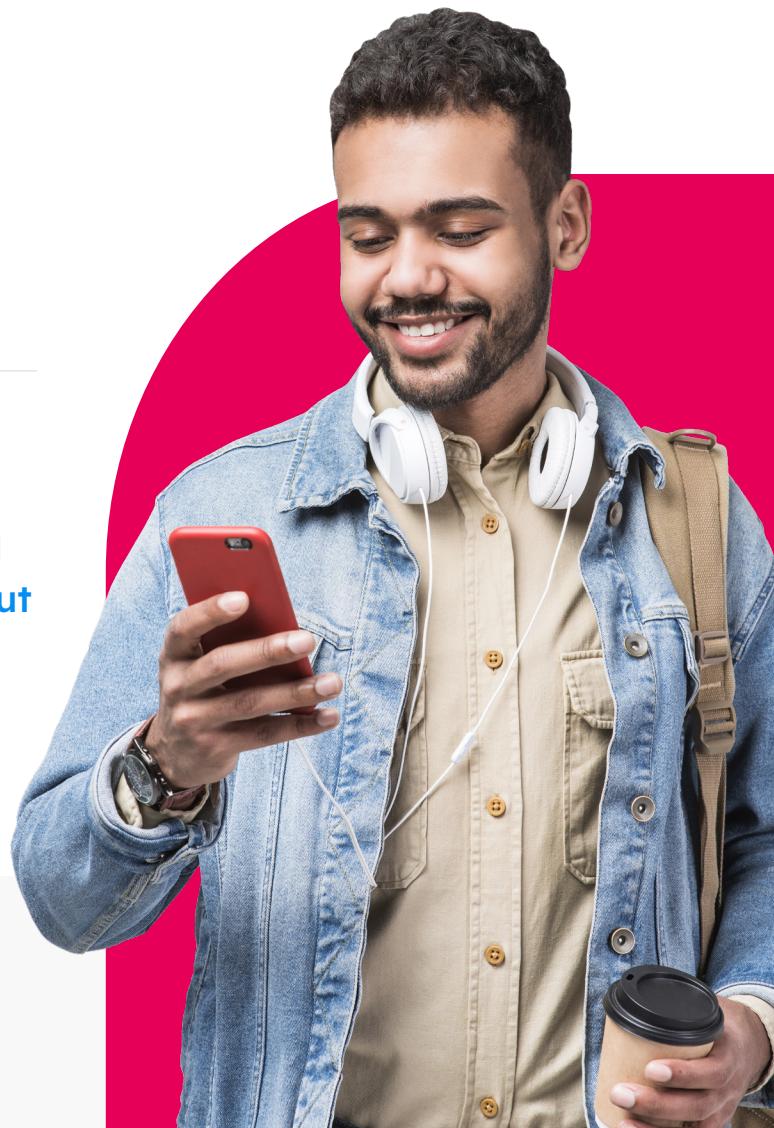
Our team of patient advocates are always working hard to ensure providers are charging you a fair price for your medical services and that you only receive a bill for your patient responsibility.

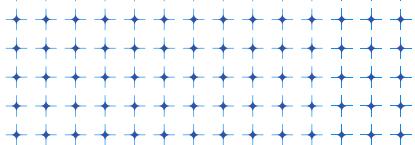
Benefits of the PAC

- Less than 2% of claims are disputed
- A dedicated Patient Advocate represents you throughout the resolution
- Accessible via phone, text, email, and the HSTConnect® mobile app

“I’m so thankful the PAC was there to help resolve my balance bill. I really can’t say enough about the support and communication they provided throughout this process.”

- Jane B, CA





Frequently Asked Questions

WHAT IS VISTARA?

Vistara is a service used by your employer to review medical bills from facilities and verify whether all billed charges are fair for both you and the provider. For example, we identify any inflated or duplicate charges on your bill.

WILL THE PROVIDER KNOW THAT A VISTARA PATIENT ADVOCATE IS INVOLVED IN MY CASE?

Yes. We will contact the provider to inform them that a patient advocate has been appointed as the liaison between you and the provider. We will also request that all further communications regarding the bill be directed to the patient advocate instead of you.

WILL I BE NOTIFIED WHEN THE DISPUTE HAS BEEN RESOLVED?

Yes. Your patient advocate will notify you of the final resolution.

INFORMATION TO PROVIDE THE PAC

- Your full name
- Date of service
- Copy of bill; EOB when available
- Your daytime phone number and email address



**DO NOT PAY
THE BILL!**

If you receive a balance bill, contact the PAC immediately. A representative will guide you through the resolution process and handle all further communications with the provider on your behalf.

We're on your side.

We're Here for You

- Phone: (888) 837-2237
- Monday-Friday, 5:30 am - 5:00pm PST
- Download the [HST Connect app](#)
- Email: pac@hstechnology.com

