Debt Transfer Information

As a military treatment facility, BAMC does not have the authority to compromise, waive, settle, or suspend a debt.

If your account has been transferred to the U.S. Treasury for collection action:

• If you have any questions or concerns please contact the U.S. Treasury at 1-888-826-3127 or find further information on the web at: www.fiscal.treasury.gov

• Once valid debt has been transferred to U.S. Treasury, BAMC may not interfere with collection actions. You and/or your insurance must work directly with the U.S. Treasury.

• If you think your account was erroneously transferred to the U.S. Treasury, please contact the BAMC UBO.

If your account has been transferred to DFAS:

• DFAS (Defense Finance & Accounting Service) has the only authority within the DoD to compromise, waive, settle, or suspend a debt.

• If you have any questions or concerns, please contact the DFAS (Defense Finance & Accounting Service) Debt and Claims Customer Care Center at (866) 912-6488

Additional Billing Resources can be found at the following website:

Payment FAQs

How long do I have to pay my bill?
Your bill is due within 30 days from the date of billing. A Delinquent Notice will be sent approximately 30 days after the initial invoice. A Final Notice will be sent 30 days after the Delinquent Notice.

How can I pay my bill?
You can pay your bill by check, money order, credit card, debit card, or Automated Clearing house (ACH) payment. Please make your check or money order payable to “BAMC” and mail it to:

BAMC UBO - Department 211
3551 Roger Brooke Drive
JBSA Ft. Sam Houston, TX 78234

Can I pay my bill in person?
Yes. You can pay at the Treasurer’s Office on the first floor, located near the flagpole entrance and across from Patient Admissions.

Can I pay my bill online?
Yes. You can pay online using debit or credit card, Amazon account, PayPal account, or Automated Clearing House (ACH) payment from a checking or savings account. To make an online payment, visit BAMC’s pay.gov site at:
www.pay.gov/public/form/start/81196872

Can I set up a payment plan?
Yes. Payment plans can be set up for a maximum of 36 months, as long as you pay at least $50 a month. Contact the UBO to set one up: 210-916-8563

Understanding Your BAMC Bill

It’s Good to Know What You May Owe

It is our privilege to provide you with world class healthcare.

This pamphlet explains the Department of Defense’s (DoD) billing procedures, and your potential personal financial responsibility.
If money is owed for your healthcare, you will receive three notices by mail and have 90 days to pay your bill (see payment FAQs), to work with your insurance company to pay, or to set up a payment plan with the Uniform Business Office (UBO).

Bills may take up to 180 days to be generated. Please watch the mail and call your insurance in advance after receiving treatment.

Insurance companies require pre-authorization for care (call your insurance company if you are unsure of your coverage!)

If money is owed for your healthcare, you will receive three notices by mail and have 90 days to pay your bill (see payment FAQs), to work with your insurance company to pay, or to set up a payment plan with the Uniform Business Office (UBO).

Medicaid and Medicare Part B do not cover outpatient visits, even for follow-up care.

The VA does not cover pharmacy bills at BAMC.

The VA does not cover other care without a pre-authorization from the VA.

**Billing Basics**

**How to be Your Best Advocate**

Fill out the DD Form 2569, and provide all of your healthcare insurance information:

- Policy name and number
- Coverage type
- Patient relationship to insured
- Policy effective dates
- The form must be signed (or we cannot obtain authorization from your insurance carrier)

**Insurance FAQs**

If my insurance does not pay the entire claim, do I owe the remaining balance?

**YES**: If you are civilian emergency / Secretarial Designee, elective cosmetic surgery, or certain category of DoD beneficiary patient. As a non-beneficiary, you are responsible for your remaining healthcare bill.

**MAYBE**: If you are a military retiree family member, you may be responsible for paying the Family Member Rate for your inpatient stays. Contact the UBO for more information.

**NO**: If you are a covered beneficiary (active duty, military retiree or family member). Although you will still receive an Explanation of Benefits (EOB) from Tricare, you do not owe any remaining balance that your insurance did not pay.

If my primary insurance does not pay the entire claim, will my secondary insurance be billed?

**NO**: If this was an outpatient visit and your primary insurance is Medicare, you must submit the Medicare EOB to your secondary insurance.

**YES**: If we have both your primary and secondary insurance information on file. However, this can be a very lengthy process, so you should continue to follow up with your insurance carrier throughout the process.

**Points of Contact**

Uniform Business Office | (210) 916-8563
Patient Administration | (210) 916-2733