

Ready to Start a Claim? Here's How!



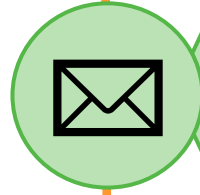
Step 1

Complete your Claim Form once care has started. List all providers you want to file for.

Upload, fax, or mail in your completed Claim Form along with any other claim documents you may have.

Please see the bottom of this document for information on how to submit your claim.

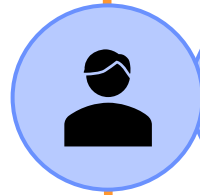
Within
1-2
weeks



Step 2

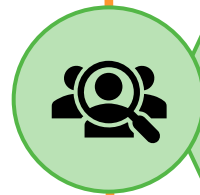
Once we receive your claim documents, we will begin the claim review process. You will be sent a letter of acknowledgement.

Within
3-4
weeks



Step 3

Your claim will be assigned to a Claims Associate who will begin to gather additional information for review, if needed.

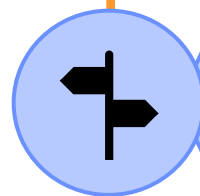


Step 4

We will continue to reach out to you and your providers over the next three weeks to gather any missing information, if needed. All request letters that are sent to your providers will also be sent to your home for reference.

Requested Document Examples:

- Medical Records
- Daily Visit Notes of care provided
- Plans of Care



Step 5

Once all requested information is received, your Claims Associate will review the documents and make a decision on your claim.

Within
6
weeks



Step 6

You will receive a letter explaining your benefits. If you are eligible for benefits, any due payment will also be sent.

Please send in ongoing bills for processing.