

How do I file a claim under the International Plan?

HELPFUL HINTS:



Be sure to present your ID card to your medical providers! If you have not received an ID card please check with the International Office or your Student Health Center. Most medical providers will submit the proper bill if you presented your ID card at the time of services. If you did not tell them about this coverage you will likely have to contact them and provide them with the following information:

DePauw University Policy Number:
Claims/Itemized Bills should be sent to:

AW001559
NAHGA Claims Services:
PO Box 189
Bridgton, ME 04009
Phone: 877.497.4980 Fax: 207.647.4569
E-mail: eiia@nahga.com




You can find valuable information regarding your plan at www.eiia.org > click on "For Students" and search for your school. Once you get to your home page you can find information such as your plan document, plan summary and locating information about providers or pharmacies in the area.

WHAT INFORMATION DO I NEED TO FILE A CLAIM?

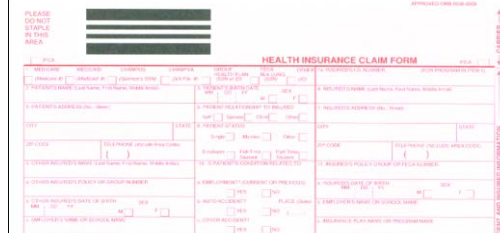
- Accidents will always require completion of a claim form – please follow steps 1-4.
Sicknesses will not require a claim form – please follow steps 2-4.

1. COMPLETED CLAIM FORM - Go to www.eiia.org to complete a fillable claim form. **You only need to complete Section 1 and sign the bottom of the claim form.**
2. ITEMIZED INSURANCE BILLS - We cannot use statements to evaluate the charges. The following are the two most common itemized bills that your provider will submit if you showed them your ID card:

UB-04 - an itemized bill typically used by hospitals and surgical facilities.



HCFA - an itemized bill typically used by physicians, radiologists, pathologists, etc.



3. PAID OUT OF POCKET? – we still need the itemized bills and a receipt in order to reimburse you otherwise payment will be sent to the medical provider.
4. SUBMIT – this information to NAHGA at the address above.

IMPORTANT INFORMATION:



Claim forms or bills must be submitted within 180 days from the date of the first treatment of a SICKNESS. All covered expenses must be submitted within 12 months from date of service or charges will be denied.

All additional correspondence should include your name, school and date of birth.

STILL HAVE QUESTIONS? Call NAHGA at 877.497.4980