



Submitting Your Claims

Do you need to file a medical claim for reimbursement?

You can choose to use any physician, health care provider or facility you want—but you'll receive care at the higher benefit when you choose participating providers. When you see in-network providers, there are no claims to submit. Your provider takes care of all paperwork. Simply pay your copay or coinsurance (CoPay plan participants) and you're on your way.

But, what if I use an out-of-network doctor?

If you decide to use an out-of-network provider, you may be required to pay the provider's full, non-discounted fee up front and then file a claim for reimbursement.

Don't worry—submitting a claim is easy

1. Visit member.accolade.com and from the *Meritain Health Medical Plan* tile to download a claim form from the Online Resources section.

2. Fill out the form. Please include a copy of the original invoice you received from the provider. The invoice should include:
 - The patient's name.
 - The date of service.
 - The name, address and telephone number of the provider.
 - A description of the services provided.
 - The amount paid.
6. Lastly, submit your claim form and original invoice online (see the next page for online claims submission instructions) or mail using the address below:

Meritain Health
P.O. Box 853921
Richardson TX 75085-3921

Where's my check?

Allow time for your claim to be processed and your reimbursement check to be mailed to you. In the meantime, you can check your claim status online at the Meritain Health website. To access the Meritain Health website, log in to your Accolade account and click the *Meritain Health* plan tile.

How to submit a claim online

1. After logging into your Accolade account, click on the *Meritain Health* plan tile to access the Meritain Health online website. From the Meritain Health online website, click on the *Submit a Claim* link at the top of the page. You can submit claims for any covered member.
2. Select *General Medicine* under the *Claim Type* drop-down. Select *Illness or Other Care* or *Injury*, depending on your claim. You will be guided to answer additional questions in order to complete the claim.
3. Next, you'll be asked to enter information about your provider.
 - If you click *Yes* for a detailed invoice, there will be no additional questions and you'll be instructed to add the required documents. You can take a picture of your documentation and attach it.
 - If you click *No* for a detailed invoice, you'll then be guided through additional required questions, starting with hospitalization.
 - You can then electronically sign and submit the claim.
4. If there is no detailed invoice from the provider, you must complete the *Additional Information Page* to submit the claim.
 - Additional information includes diagnosis code, procedure code, service date, place of service and charges.
5. Lastly, you'll specify who will receive payment—you or the provider. If you select the provider, you'll need to provide the name and Tax Identification Number (TIN) of the provider to receive payment.
 - If selecting *Pay To Member*, proof of payment, such as a receipt, will need to be submitted as part of your documentation.



Questions? Just give your Accolade Health Assistant a call at 1.866.406.1338.

Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Providers are independent contractors and are not agents of Meritain Health. Provider participation may change without notice. Meritain Health and Aetna do not provide care or guarantee access to health services.

Follow us:  @meritainhealth |  Meritain Health

www.meritain.com | © 2023–2024 Meritain Health, Inc.

