



CLAIM SUBMISSION

HOW TO CLAIM

Whether you choose a preferred provider that we pay directly or pay up front for services and submit a claim for reimbursement, the claim process is quick and easy. Direct settlement is easier for us to arrange if you confirm your treatment with us first, or if you use a preferred hospital or healthcare professional.

Direct Settlement

Direct settlement is where we pay the provider directly, making things easier for you.



Pay and Claim

You pay up front for services and then submit a claim to us for reimbursement.

1

You should present your ID card when you receive treatment.

After you visit your treating provider, be sure to fill out a claim form in its entirety. A claim form can be found on the Member Hub.

2

We send the treating provider a verification statement.
We will also send a copy to you upon request.

Once you have received medical services and paid the treating provider, you should complete all sections of the claim form, include the original bills and receipts and send the claim to us.

3

The treating provider will ask you to review or complete paperwork, as appropriate. If you have coinsurance or a remaining deductible* on any benefit, you will need to pay this directly to the treating provider. The treating provider will then send your claim to us.

You can submit your claim online via the Member Hub or mobile app, or mail/fax it to us.

4

We pay the treating provider directly.

We reimburse you. If you have an annual deductible or a coinsurance applied to your claim we will reimburse you the cost of the claim minus the percentage of the coinsurance or the amount of the remaining annual deductible.

5

We will send you an EOB*.
When we settle your claim, your benefits are paid in line with the limits shown in your Certificate of Coverage.

**Please see definitions on page 7.*

**IF YOU NEED ASSISTANCE WITH A CLAIM,
WE'RE AVAILABLE TO HELP 24/7/365.**



**Call the number on the
back of your ID card.**



CLAIM SUBMISSION

IF YOU NEED TO SUBMIT A CLAIM FOR REIMBURSEMENT, YOU HAVE THE FOLLOWING OPTIONS:



eClaims

We recommend submitting your claims through the Member Hub or mobile app which are the quickest and most convenient ways. Your eClaims are saved in the claims section of the Member Hub. Choose Claims in the GeoBlue app or visit the **“File an eClaim”** section of the Member Hub.

Email and Fax

If you prefer to submit a claim via email or fax, a printable claim form and detailed instructions are available on the Member Hub.

Visit the **“How to File Claims”** section of the Member Hub on www.geo-blue.com and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

Postal Mail

If you prefer to submit a claim via postal mail, a printable claim form and detailed instructions are available on the Member Hub on www.geo-blue.com.

Visit the **“How to File Claims”** section of the Member Hub on www.geo-blue.com and click **“How do you file a claim with GeoBlue?”** to download the appropriate claim form.

**Mail to: GeoBlue, Attn: Claims Department,
P.O. Box 1748, Southeastern, PA 19399-1748, USA.**

Follow these tips to speed up the claims reimbursement process:

- ✓ If you mail or fax your claim(s) make sure your claim form is filled out completely, and don't forget to sign it.
- ✓ Fill out a separate form for each doctor or office visit.
- ✓ Be sure to add a diagnosis or reason for treatment.
- ✓ Provide a detailed description and amount charged for each service.
- ✓ Clearly state how you'd like to be reimbursed.
- ✓ Make and keep handy copies of your bills, receipts and claim forms.



Missing information on the claim form or supporting documentation may delay your claim reimbursement.

Need to Check the Status of your Claim?

No problem! Simply choose **“Claims”** in the GeoBlue app or visit the **“Claims”** section of the Member Hub. If you are using the mobile app, you can elect to receive a push notification when your claim is processed. For more help, visit the **“Claims”** section of the Member Hub.

