

U65 Policyholder Portal How to Series

Submitting a Claim via Quick Request

What's Quick Request?

Quick Request is a feature within your Policyholder Portal that allows you to submit various requests and documents directly to us.

Please Note: There have been no changes to the process by which providers submit claims.

Steps to submit a claim via Quick Request

- 1. Login to your Policyholder Portal
- 2. From the Main Navigation menu, select Quick Request
- 3. In the Policy section, select the policy for which you are filing a claim
- 4. For Request Type, select Claims New Claim
- 5. From the Patient drop down, select the policyholder you are filing a claim for
- 6. Select Click to upload file(s) to upload applicable document(s)

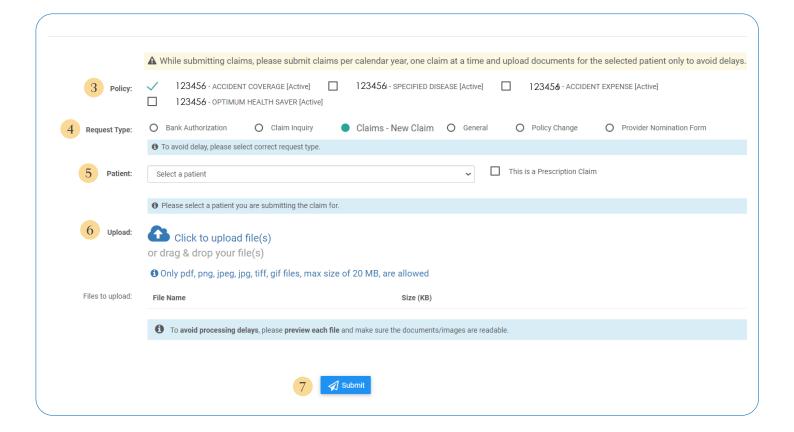
Important Note

To ensure a smooth claims process, please submit claims with the following rules in mind:

- One policyholder per claim
- Per calendar year
- One claim at a time

7. Select Submit

And just like that, your claim submission is complete!



What to expect after submission...

- ✓ If we need any additional documentation to process your claim, we will notify you.
- ✓ Once processed, you can view your Explanation of Benefits (EOB) in your Policyholder Portal.
- ✓ We'll mail your claims check for eligible benefits to the address on file.
 Please note: If you assigned your benefits to your provider, your claims check for eligible benefits will be mailed to your provider instead.
- ✓ If your claim is not payable, the reason will be listed on your EOB as a remark code. Please review this area as we may not have received all documentation needed for processing.

