



How to Fill Out a Claim

- 1. Gather your Itemized Receipts or Explanation of Benefits (EOB).**
- 2. Make copies for us. You keep the originals! (note: you need to keep your receipts as long as you would keep your tax returns – 7 years).**
- 3. Fill out the claim form with all Blanks being filled.**
- 4. Sign Your Form.**
- 5. Fax or Mail your Claim to FlexConnect. Or use our Secure email to send your claim (see our website home page and look for the “secure email login” link.**
- 6. Always include your email address so we can contact you if we have questions with your claim.**
- 7. If you fax your claim, don’t highlight the items.**

DEFINITIONS

Itemized Receipts

- **Who is the receipt from?** (*Pharmacy, Doctor Office, Chiropractor, Wal-Mart*)
- **Date of Service or Purchase**
- **Itemization of the Product or Procedure** (*Some clinics use Codes and that is fine*)

EOBs (Explanation of Benefits)

This is perfect! It has all the information required.

- **Who**
- **Date of Service**
- **Amount not paid by Insurance**
- **Itemization of Procedure**

What typically gets a claim denied?

- **Balance forward bills.**
- **Lack of prescription**
- **Credit Card Receipts**
- **Anything without an itemization**

If you have questions please don’t hesitate to call or email our FlexConnect Staff.

flex@icmont.com

www.insurancecoordinators.com

1.866.640.3539(FLEX) or 406.442.3539(Flex)