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.

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