UMR
A UnitedHealthcare Company

Member Claim Submission Form

To be considered a valid claim, submit your receipt or itemized statement along with this completed claim form containing the required information. Please refer to item #6 on the back of this form for the items required for claim submission. If sufficient documentation is not received, the claim will not be processed. Please staple the itemized statement or receipt here to the back of this form.

Personal information

Name of employer _____

Name of employee _____

Patient's name _____

Plan group number _____

Member ID _____

Date of birth ____/____/____ (MM DD YY)

Employee phone number and/or email address _____

Issue payment to ◯ Member ◯ Provider

Facility name _____

Provider name _____

Provider address _____

Provider tax ID# 9 digits *(USA only)* _____

(Required field - Please contact your provider if statement is missing this information)

Type of service	*Check all that apply.* NOTE: All service types may not be covered under your plan.
☐ Vision	☐ Exam ☐ Frame ☐ Lenses ☐ Contacts ☐ Other *(complete below)*
☐ Medical	☐ Office visit ☐ Flu shot ☐ Breast pump ☐ Lab ☐ Immunization ☐ Durable medical equipment ☐ X-ray ☐ Prescription ☐ Other *(complete below)*
☐ Foreign	☐ Office visit ☐ Hospital ☐ Emergency ☐ Lab ☐ X-ray ☐ Prescription Other _____ Date of service ____/____/____ (MM DD YY) Country _____ Charge in USD $ _____ Diagnosis _____

If you checked **Other**, please complete the information below. Use the space to breifly describe services rendered. *Example - UV Coating, Wellness/Gym Membership, Acupuncture, Foreign claims.* **All service types may not be covered under your plan.**

_____

_____

_____

(See back of form for complete filing instructions)

Filing your claim is easy. Please review these important tips.

1. Use this form to file a claim for any eligible medical expense when your physician or other provider does not file a claim. Please print clearly with black ink, completing all required fields.
2. Attach your itemized statement *(Or fully legible copy of the bill)* to the back of this form. Keep a copy for your records. Please use a separate claim form for each health care professional and for each family member.
3. See your UMR ID card for:
   - Name of employer
   - Plan group number
   - Name of member *(As it appears on the ID card)*
4. Patient name and date of birth must match UMR's eligibility file.
   Example - If your name was Eugene Smith on your enrollment form, claim must state Eugene, not Gene.
5. Name, address and tax ID number of the provider of service is required. If the provider's tax ID number *(9-digit number)* is not on your copy of the receipt, you can contact their office to obtain it.
6. To be considered a valid claim, *(with the exception of gym memberships)* your bill should include the following information:
   - Patient name
   - Date of service
   - Description of service *(i.e.: office visit, injection, immunization, glasses)*
   - Diagnosis *(type of illness or injury)*
   - A charge of each service
   - Name, address and tax ID number of the provider *(Required field for services rendered in the U.S. or U.S. territories)*
7. If your plan covers gym memberships or other services not considered traditional medical expenses, the information needed to file a claim can vary. Date of service and diagnosis may not apply.
8. Balance due statements are not valid claims. See above for information needed to constitute a valid claim.
9. Your submission will be scanned. Staple any attachments to the back of the claim form, not the front. Additionally, please indicate the member number on any attachments, should paperwork be separated from the claim form.
10. Claim address listed on the bottom of the claim form is for member use only; providers should bill to the address on the member ID card. This fax number also supports international faxing.
11. Only prescriptions/drug charges that are allowable under your UMR medical plan should be submitted on this form.
12. Foreign claims: Please complete all the fields including type of service, date of service, country, charges in U.S. dollars *(Please provide a receipts of payment in U.S. dollars)*, and the diagnosis code or diagnosis description. If translation is needed to complete the processing of your claim, it may delay processing. Any information that is able to be provided in English will expedite processing.

You may submit your claim to UMR by one of the following methods

Email a pdf of your claim and documents to:

UMR-ClaimSubmission@umr.com

Fax:

855-444-2896

Mail:

UMR, PO Box 30541
Salt Lake City UT 84130-0541