



## Policy: Enrollee Claim Submission - Individual Product

### Principles:

Health Plans - Individual Product

### Purpose:

It is the policy of University of Utah Health Plans to allow enrollee claim submissions.

### Description:

An enrollee claim submission is when an enrollee, instead of a provider, submits a claim to University of Utah Health Plans requesting payment for services that have been received.

Enrollees may submit a claim form for reimbursement. The claim form is located on our website [here](#). Fill out the form completely and legibly. If there is information on the claim form that is missing or not legible, the claim form is returned to the enrollee for correction.

- A. The claim is processed in accordance with the enrollee's benefits and coverage policy. Only covered and eligible services will be reimbursed. It must be submitted within 365 days from the date of service to be eligible for reimbursement.
- B. Attach any bills and supporting documentation to the claim form, including proof of payment.
- C. Include your member identification number
- D. Mail or fax to:
  1. University of Utah Health Plans - P.O. Box 45180, Salt Lake City, UT 84145
  2. Attn: Enrollee Claim Submission Dept., fax # 801-281-6121
- E. For additional information, please call customer service at 801-587-6480 Monday through Friday 8am - 6pm.

### Current Approval Date:

Mon Sep 26 2016