



P.O. Box 7709
Bend, OR 97708-7709

Member Submitted Claim Form

This form is to be used for **medical, vision, and dental claims** where you incurred expenses from a provider who did not bill the plan directly. **Do not use this form for prescription reimbursement.** Please use the Prescription Drug Reimbursement Form. **See instructions on other side for additional information to complete your claim.**

1. Patient / Member			
Prefix and ID number (see ID card)	Group number (see ID card)	Patient name (first, middle, last)	Date of birth (month/day/year)
Address	City	State	ZIP
Home phone number	Work or alternate phone number	Subscriber name (first, middle, last)	
Does the patient have coverage from any other health plan? <input type="checkbox"/> No, skip to section 2 <input type="checkbox"/> Yes, please attach the Explanation of Benefits (EOB) statement from the primary plan with this claim, and complete the following information.			
Name of other health plan		ID number or policy number of other health plan	Phone number of other health plan

2. Claim Details NOTE: You must submit an itemized bill or your claim will be returned.
Have the charges been paid in full? <input type="checkbox"/> No <input type="checkbox"/> Yes, please attach proof of payment in full with your itemized bill.
In what setting were these services performed? <input type="checkbox"/> Inpatient hospital <input type="checkbox"/> Outpatient hospital <input type="checkbox"/> Office/clinic <input type="checkbox"/> Surgery center <input type="checkbox"/> Skilled nursing facility <input type="checkbox"/> Home <input type="checkbox"/> Other:

3. International Claim NOTE: You must submit an itemized bill or your claim will be returned.				
Is this claim for expenses incurred outside the U.S.A.? <input type="checkbox"/> No, skip to section 4 <input type="checkbox"/> Yes, please attach an itemized bill, available medical records, and complete this section.				
Name of provider	Type of provider <input type="checkbox"/> Hospital <input type="checkbox"/> Lab <input type="checkbox"/> Office <input type="checkbox"/> X-ray	Country of service	City of service	Date of service
Diagnosis (describe illness and symptoms requiring treatment)		Charges	Currency used	

4. Accident / Injury		
Is this claim due to an accidental injury? <input type="checkbox"/> No, skip to section 5 <input type="checkbox"/> Yes, complete this section	Date of accident	Where did the accident occur? <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Auto <input type="checkbox"/> Other:
How did the accident happen?		
Description of injury		

5. Signature		
To be accepted, this form must be fully completed (as appropriate to the claim being submitted), signed, and have an itemized bill attached.		
Mail to: LifeWise Health Plan of Oregon, P.O. Box 7709, Bend, OR 97708-7709		
Patient signature (or legal guardian if patient cannot legally consent to services)	Relationship to patient <input type="checkbox"/> Self <input type="checkbox"/> Other:	Date (month/day/year)

Please note: It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

Instructions

A. Complete a claim form. Most providers will bill directly for you and no claim form will be necessary. However, if you do incur expenses from a provider who will not bill the plan directly, you will need to complete a claim form and provide an itemized bill. (See section **B** for information about itemized bills.)

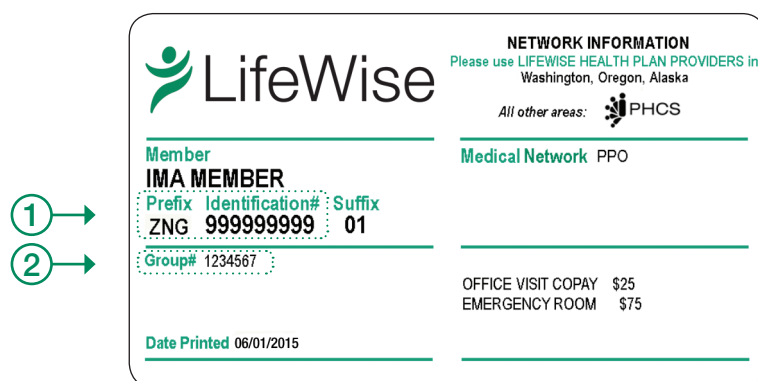
B. Attach the itemized bill. Please do not highlight or modify the itemized bill as this may cause delayed processing of your claim.

The itemized bill must contain all of the following information:

- Name of the member who incurred the expense.
- Name, address, and IRS tax identification number of the provider.
- Diagnosis code (ICD-10). This information must be obtained from your provider.
- Procedure codes (CPT-4, HCPCS, ADA, or UB-04). This information must be obtained from your provider.
- Date of service and itemized charge for each service rendered.

Please note: Your claim will be returned if all of the required information listed above is not included.

C. The front of your member ID card may not match the card pictured below. This sample card is meant to be a guide to help you identify your prefix, identification, and group numbers. These numbers are required to complete your claim form.



1 — Prefix and Identification # help us verify your eligibility, determine your coverage, and process claims.

2 — Group # identifies your plan's benefits.

D. The back of your member ID card provides additional information. To help ensure your claims are paid properly, encourage physicians and other providers to copy the front and back of your card each time you visit.

You can research claim and eligibility information online. Visit our self-service website at lifewiseor.com. You may also call Customer Service at the phone number shown on the back of your ID card.