

HOW TO PROCESS A CLAIM

1. Complete a claim form in full. If referred by the Health Center, present the claim form for signature to the front desk staff or the referring clinician.
2. Attach medical bills, including prescription drug receipts (not the cash receipts). No additional claim forms are needed for the same condition as long as the insured's name and ID number are included on the bill.
3. Retain a copy for your records and mail to:

Consolidated Health Plans, Inc.
2077 Roosevelt Ave.
Springfield, MA 01104

4. Direct all questions regarding benefits available under the plan, status of a submitted claim, or payment of a claim to Consolidated Health Plan at 1-800-633-7867 or www.consolidatedhealthplan.com
5. Insurance cards are not automatically sent to policy holders. If you wish a card, you may request one on-line at www.universityhealthplan.com or by calling 1-800-437-6448.

Note: While this plan is offered through Lehigh University, the Health Center is not a representative of the insurance company. University Health Plans (1-800-437-6448) or www.universityhealthplan.com acts as a broker and Consolidated Health Plans (1-800-633-7867) or www.consolidatedhealthplans.com is the claims processor. It is your responsibility to contact them with any questions or concerns. Referral from the Health Center does not guarantee that claims will be paid. We encourage you to read your brochure to familiarize yourself with what is and is not covered.