

SEE INSTRUCTIONS ON OTHER SIDE BEFORE MAILING

INSTRUCTIONS FOR FILING A CLAIM

This form is designed to help you file a claim for health care services received by you. If a doctor, hospital, or other health care provider has already filed a claim directly with Lifeworks Advantage on your behalf, please do not send a Customer Claim Form for the same services.

STEP 1. Complete the Insured Information section.

- Please print or type.
- All sections must be completed for processing. Make sure to write in your Identification Number as shown on your ID card including any letters in front of your number.
- Please provide a daytime telephone number where you can be reached if more information is needed to process this claim.

STEP 2. Complete the Patient's Condition (diagnosis) and Treatment section

STEP 3. Review the bills for health care services that you will be sending, and please keep a copy as bills cannot be returned.

Bills must show an itemized charge for each service the patient received. Each bill must show:

- The patient's name.
- The name, address, and tax identification number of the health care provider.
- The date of each service, the charge for each service, and a description of each service.
- The Referral Number for specialist care if your program requires referrals from your Primary Care Physician.

STEP 4. Complete the Attachments section. If these same services were covered first by another health care plan (the patient's primary plan), make sure you have copies of the other plan's statements showing how each service was paid.

STEP 5. Sign the Authorization.

STEP 6. MAIL YOUR COMPLETED CLAIM TO:

Lifeworks Advantage
PO Box 2190
Glen Allen, VA 23058-2190