

## ENROLLEE CLAIMS SUBMISSION

### Description:

When you, the enrollee, rather than the provider, submits a claim to your health insurance company, requesting payment for services you have received.

### Question and Answers:

#### Q. How can I submit a claim if my provider fails to do so?

A. You must attach the provider's bill to your claim form. Claim forms are located on [www.summacare.com](http://www.summacare.com) or you can click [here](#).

The provider's bill must contain the following information:

- Valid diagnosis and procedure codes for the date of service;
- The provider's tax identification number;
- The provider's national provider indicator (NPI); and
- The date services were rendered.

Claims submitted with missing information will be returned to you with a letter indicating what additional information is needed.

#### Q. What is the time limit to submit a claim?

A. You must file a direct member reimbursement request with SummaCare within 12 months of the date services were rendered.

There may be situations in which you are unaware that a provider has not submitted a claim on your behalf and sends you a bill for the full amount. Please submit those requests to SummaCare with an explanation of the situation (for example, when you received the bill from the provider) and the 12 month time limit will be extended to 12 months from the date you were billed by the provider.

**Q. What is the physical mailing address and/or email address where I can submit a claim?**

A. SummaCare  
P.O. Box 3620  
Akron, Ohio 44309-3620

**Q. What is the customer service phone number I can call?**

A. The Member Service number is **800-996-8701**.