

## **How to Submit a claim or request reimbursement**

When you obtain services, the service provider normally submits a claim on your behalf. If the service provider is unwilling to do so, you can request reimbursement from us. To receive reimbursement, please take the following steps:

- Obtain a copy of your itemized receipt(s) from the provider.
- Make sure the itemized receipt includes the following:
- The service provider's name, address and phone number
- Your name
- The date the service was completed
- The amount you paid (or "paid in full" if the total amount has been paid)

Mail the itemized receipt(s) to:

UnitedHealthcare  
Claims Department  
P.O. Box 30968  
Salt Lake City, UT 84130-0968

We should receive an itemized receipt from you or the provider within ninety (90) days after the date of service, or as soon thereafter as reasonably possible

We will process your reimbursement based on your benefits. Upon completion of the reimbursement process, an Explanation of Benefits (EOB) will be sent to your mailing address.