

**ART CENTER COLLEGE OF DESIGN
2010-2011 STUDENT HEALTH INSURANCE PLAN
CLAIM PROCEDURE**

In the event of Injury or Sickness:

1. You may choose any Doctor or hospital, but using the Doctors and hospitals available through the First Health Network (PPO) may decrease your costs. For a complete list of the PPO hospital and Doctor facilities, call **1-800-226-5116** or visit **www.renstudent.com/accd**.
2. If you go to a Doctor's office or to the hospital, be sure to show your insurance identification card. Dependents covered under the plan do not receive separate ID cards and may use the insured student's ID card to obtain treatment. If the Doctor or hospital needs to verify coverage for you or your dependents, have them call Personal Insurance Administrators, Inc. at **1-800-468-4343**.

If you have not received your permanent ID card in the mail yet, you may use the temporary card attached to this brochure to receive treatment in the meantime. If you do not receive your permanent ID card in the mail, or if you need a replacement card, please contact Renaissance Insurance Agency, Inc. at 1-800-537-1777.

You should carry your insurance ID card with you at all times.

3. **IMPORTANT: Please read carefully! You MUST follow the instructions given here in order to have your claim processed, even if your medical provider assures you that "they will take care of it for you." This is what YOU must do:**

Within 30 days of the date of visit/service, send all itemized hospital and medical bills, along with your name, birthdate, and policy number to:

Personal Insurance Administrators, Inc.

P.O. Box 6040

Agoura Hills, CA 91376-6040

1-800-468-4343

www.piaclaims.com

**Providers may submit claims electronically:
PAYER ID 95397**

4. If you have questions about the status of your claim after it has been submitted, please call Personal Insurance Administrators, Inc. at 1-800-468-4343.

You have the right to request an independent medical review if health care services have been improperly denied, modified, or delayed based on medical necessity.

Always keep a copy for your files of all documents submitted for claims.