

GOLDEN GATE UNIVERSITY
2010-2011 STUDENT ACCIDENT AND SICKNESS 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 California Foundation for Medical Care (PPO) may decrease your costs. For a complete listing of these PPO hospital and Doctor facilities, call **1-800-334-7341** or visit **www.cfmcnnet.org**.
2. If you go to a Doctor's office or to the hospital, be sure to show your insurance identification card. If the Doctor or hospital needs to verify coverage for you, have them call Personal Insurance Administrators, Inc. at **1-800-468-4343**.

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

3. Obtain a claim form at: **www.renstudent.com/ggu**
4. Follow the instructions for completing and filing claims which are listed on the claim forms.
5. Send claim forms along with itemized hospital and medical bills to:

Personal Insurance Administrators, Inc.

P.O. Box 6040

Agoura Hills, CA 91376-6040

Providers may submit claims electronically:

PAYER ID 95397

6. 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**.

The completed claim form and all hospital and medical bills must be submitted for payment within 90 days after the date loss occurs. Failure to furnish this information within the 90-day period shall not invalidate nor reduce your claim if it was not reasonably possible to file the claim within this time, provided that the claim form is submitted as soon as is reasonably possible. In no event, except in the absence of legal capacity, will a claim be honored later than one (1) year from the date of first medical treatment.

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 of all documents submitted for claims.