

UNIVERSITY OF LA VERNE
2010-2011 STUDENT ACCIDENT AND SICKNESS INSURANCE PLAN
CLAIM PROCEDURE

In the event of Injury or Sickness the insured student should:

1. Report at once to the Student Health Center when on campus. If the Student Health Center is closed consult with the Resident Director.
2. In the case of Emergency Medical Conditions, or if you are off-campus and unable to report to the Student Health Center, obtain treatment at the nearest hospital or Doctor's office. Pay the charges if you are required to do so, and get a receipt with diagnosis of Injury or Sickness. Report to the Student Health Center as soon as you are able to file a claim.
3. During the summer months, call the Student Health Center at **1-909-593-3511**, ext. #4254 to obtain information or a claim form. You may also call Personal Insurance Administrators, Inc., at 1-800-468-4343 for a claim form or help with filing a claim.
4. The insurance company requires that Insureds complete and submit a claim form before claims can be processed. To minimize delays, obtain a claim form as soon as possible from the Student Health Center, or download from **www.renstudent.com/ulv**.

Follow the instructions accompanying the claim form. Insureds must complete the assignment of benefits so that the provider can receive payment directly.

Claims should be filed within 30 days of service.

5. Mail the claim form 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**, 8:30 a.m. to 4:30 p.m., Monday through Friday.

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.