

HOW TO SUBMIT OUT-OF-NETWORK CLAIMS

# Submitting claims to Collective Health

After an out-of-network provider visit, you can easily submit claims online in your account to apply your out-of-network benefits. Start your claim at Collective Health on the web or in the app.

Submit an out-of-network claim by following these four steps:

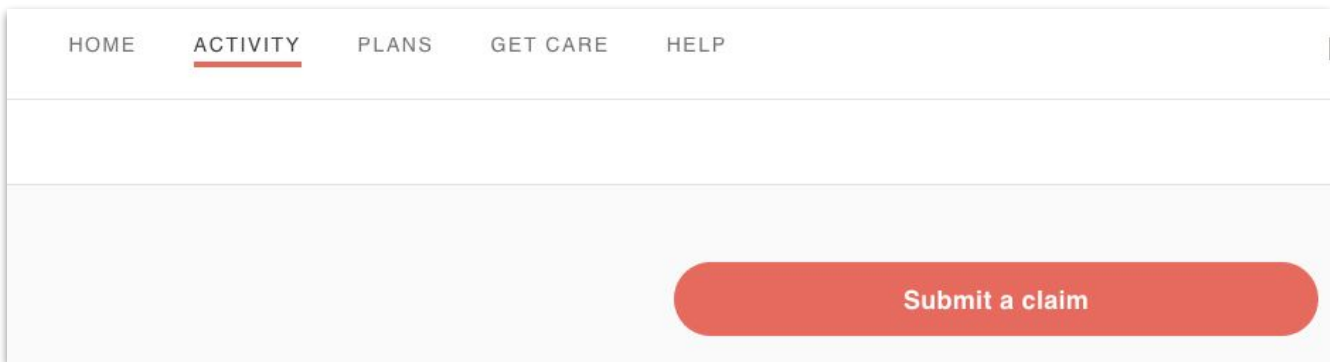
STEP

1

Sign in to Collective Health to begin your claim

Visit [my.collectivehealth.com](https://my.collectivehealth.com) or open the app on your mobile device.

- Navigate to the Activity section and select 'submit a claim' to begin.



Reminder, you'll first need to be registered to sign in to your account. You can register on the sign in screen of [my.collectivehealth.com](https://my.collectivehealth.com).



STEP

**2** Review prompts & answer according to your claim

Choose your claim type:

- Medical
- Pharmacy
- Dental
- Vision

**Next**

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[Learn more about submitting claims](#)

**Review the prompts and check what applies. Make sure that you have the following on your claim:**

- Patient name and date of birth
- Date(s) of service
- Diagnosis (ICD-10) code
- Place of Service (POS) code - Ex.
- Description of each service (procedure or CPT code) and charges
- Provider’s name and address
- Facility name (hospital, outpatient department, critical access hospital, ambulatory surgery center)

STEP

**3** Upload your bill and submit

**Watch your mailbox**

Keep an eye on your mailbox for any reimbursements that may arrive in the mail for your out-of-network claim, within 5-6 weeks of your claim being finalized.

**Attach the bill as a PDF, PNG, or JPEG (up to 10mb). Once uploaded, select ‘submit’.**

- A team member will review, transcribe, and process the claim to reflect your out-of-network benefits.
- Please allow up to four weeks for a bill to be transcribed and processed.
- You’ll receive a Medical Benefits Statement (MBS) in your account once the claim is finalized.

Go ahead and attach your bill(s)

You can attach up to 10 bills for the same provider and patient. They can be PDFs, PNGs, or JPEGs up to 10MB.

A. Test Out of Network Claim.pdf

**CHOOSE FILE(S) TO UPLOAD**

or drop file here

**Submit**



STEP

4

### Track your claim submission in My Collective

All claims you submit can be found in My Collective under Messages.

- You can easily reply to the message in My Collective with any questions regarding the claim submission.
- You will also receive an in-app notification after the submission with a reference number; the reference number can be used when calling a Member Advocate about the submission.

The screenshot displays the 'Messages' section of an app. At the top left, there is a 'New Message' button. Below it, a list of messages is shown under the heading 'All Messages'. The selected message is titled 'Out of network MSOON Claim Submission - 2021-11-10' and is marked as 'IN-PROGRESS'. The sender is 'Mary C' with a timestamp of '9:57 AM'. The message content includes a note about multiple sponsorships, a note about missing plan information, and patient details for 'Mary Carroll'. An attached image file named 'Training\_Superbill.png' (274.52 kB) is visible. Overlaid on the bottom of the screenshot is a green confirmation notification that reads: 'Your claim has been submitted! Your claim will be processed within the next 4-6 weeks. Please save this reference number 6764 in case you have questions about your claim. We'll reach out if we need anything more from you.' The notification includes a red 'Close' button and a link to 'Learn more about submitting claims'.