

Tips for Filing a MEDIPLUS[®] Claim

IMPORTANT: YOU MAY NOT NEED TO FILE A CLAIM YOURSELF!

Thanks to MEDIPLUS' DirectClaim process, many TRICARE Supplement benefit claims can be filed electronically by the TRICARE claims paying contractor for your area.

(Note: All TRICARE prescription claims and most skilled nursing or skilled nursing facility, nursing home claims and claims filed from overseas cannot be filed electronically. For these, as well as all Hospital Income Plan claims, you will need to submit paper claim filings to MEDIPLUS.)

General Tips:

- ✓ **Note your Insurance Certificate Number on all of your claim paperwork.** This number is vital for prompt, accurate claim processing. You can find your number on your billing notices, your MEDIPLUS claims Explanation of Benefits (EOB), or your MEDIPLUS identification card.
- ✓ **Send claims and claim inquiries to: MOAA Insurance Plans**
PO BOX 9126
DES MOINES, IA 50306-9126
- ✓ **Pharmacy/Prescription Claims:** You do not need to send a TRICARE EOB form. However, please enclose a copy of the printout your pharmacy gives you at the time your prescription is filled. This document must include the following information:
 - Patient Name
 - Prescription Number
 - Date Prescription Filled
 - Name of Prescription
 - Co-payment Amount
 - Note your MEDIPLUS Insurance Certificate Number
- ✓ **Prompt reply is very important.** If the MEDIPLUS examiners need additional information, they will contact you in writing, and your prompt reply will enable a decision to be made quickly.
- ✓ **Share this claim filing information on the electronic filing process with your doctors.** If your doctors file claims on your behalf, share this electronic claim filing information with them because now they won't have to send in a claim to MEDIPLUS for processing under your TRICARE Supplement.
- ✓ **If you have any questions or need claim forms, call toll-free 1-800-247-2192 or email moaa.service@mercerc.com.** MEDIPLUS claim forms can also be downloaded from the MOAA Insurance Plans Website at www.moaainsurance.com, found under "Forms & Links".

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Tips for Collecting TRICARE Supplement Benefits:

(if not submitted electronically by TRICARE)

(Remember: Not all TRICARE Supplement claims will need to be filed by you since many claims can be filed electronically by the TRICARE claims paying contractor for your area.

Outpatient Benefits:

- ✓ **Provide a copy of your TRICARE EOB form.*** Since MEDIPLUS supplements your TRICARE benefits, we must know how TRICARE processed your claim.
- ✓ **A claim form is not necessary IF** you write your MEDIPLUS Insurance Certificate Number, a brief diagnosis, and the MOAA member's full name (if the claim is for a dependent) directly on the TRICARE EOB form.

*For Pharmacy claims, please see further information under "General Tips" section on page 1.

Inpatient Benefits:

- ✓ **Complete the MOAA MEDIPLUS claim form.** Only one form per patient is necessary for all related inpatient charges. Once you have filed the claim form, subsequent claims for the same hospitalization may be filed using the easy outpatient tips provided above.
- ✓ **Copy the TRICARE EOB forms for your hospital bill and inpatient doctors' charges and attach them to your claim form.**

Tips for Collecting Hospital Income Plan Benefits or Military Hospital Subsistence Fees:

- ✓ **Complete the MOAA MEDIPLUS claim form.**
- ✓ **Attach a copy** of your civilian hospital bill to the claim form to show your admission and discharge dates, or attach a copy of your subsistence receipt from a military hospital showing the amount of subsistence paid as well as the admission and discharge dates. If you were confined in a VA facility for which there was no charge, provide any document form (such as a discharge summary) which simply confirms the dates of hospitalization.