

How to File a MEDIPLUS® Claim Guide

EFFECTIVE January 1, 2018

TRICARE West

There are no changes to how MEDIPLUS claims are filed and processed.

TRICARE East

Please submit a paper copy of your TRICARE Explanation of Benefits forms (EOBs) until you are notified that the electronic claims submissions to MEDIPLUS have been established in the East Region.

>> BACKGROUND

Starting January 1, 2018, the former TRICARE North and South regions will be combined into a new region known as TRICARE East. There will also be a new Regional TRICARE claims processing contractor. The MEDIPLUS plan administrator has been diligently working with the East Region contractor to set up the convenience of electronic claims filing. This process is not yet complete but our goal is to have this set up for the TRICARE East region as quickly as possible.

As a result, MOAA members covered by MEDIPLUS in the East Region will need to file MEDIPLUS claims via the paper claim system on an interim basis. This impacts any medical or healthcare services received on or after January 1, 2018.

>> 4 SIMPLE STEPS TO SUBMITTING MEDIPLUS® PAPER CLAIMS

1. Complete and sign your MEDIPLUS Claim Form. A claim form is enclosed for your convenience. You can also download a Claim Form from the MOAA Insurance Plans website (www.moaainsurance.com) in the "My Account" section under "Forms & Links."
2. Be sure to enclose a copy of your TRICARE Explanation of Benefits (EOB) Form. Please write your MEDIPLUS Certificate Number on the EOB.
3. If services were provided in a Civilian Hospital, please attach a copy of the TRICARE Explanation of Benefits Form. If services were provided in a Government Hospital, a copy of your Subsistence Receipt is needed. If you have TRICARE Prime Coverage, please submit a copy of your bill showing the amount of charges and also the copayment amount.
4. Mail to:
MOAA Insurance Plans
Claims Department
P. O. Box 9126
Des Moines, IA 50306-9126



QUESTIONS?
Call toll-free
1-800-247-2192

Looking For Tips to Help Make
Claim Filing Even Easier?

See Other Side >>



4 Important Tips To Help Streamline MEDIPLUS® Paper Claim Filing



1. Write your MEDIPLUS Insurance Certificate Number on all 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.

2. For Outpatient Benefits: A copy of your TRICARE EOB Form is required.

MEDIPLUS supplements your TRICARE benefits so we need to know how TRICARE processed your claim in order to determine your MEDIPLUS benefits.

NOTE: You do NOT need to fill out a MEDIPLUS Claim Form for Outpatient Benefits as long as 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.

3. For Inpatient Benefits: A MEDIPLUS Claim Form AND copies of the TRICARE EOB Forms for your hospital bill and inpatient doctors' charges are required.

Only one MEDIPLUS Claim 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 process outlined above.

4. 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
- Be sure to write your MEDIPLUS Insurance Certificate Number on the pharmacy printout

REMEMBER: Paper claim filing is simply an interim process until the electronic claims filing process (also known as "DirectClaim") is set up for TRICARE East.

Please follow the steps outlined in this Guide for services received on or after January 1, 2018. We're currently working to get the electronic claims filing process finalized and will notify you as soon as it is available.



QUESTIONS? Call toll-free 1-800-247-2192

TRICARE Form Series includes SRP-1269, or state equivalent.

Underwritten by Hartford Life and Accident Insurance Company and Hartford Life Insurance Company, Hartford, CT 06155.

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