

# HOW TO FILE A CLAIM

## To submit a claim by mail:

1. A Company **claim form is not required for filing claims**. Mail all medical and hospital bills along with patient's name and insured student's name, address, student id and policy number to the address below. However, if a student prefers to file with a claim form they can download one from our website; complete the first page in full and mail to address below with itemized bills from all providers.
2. File claims within 30 days of Injury or first treatment for a Sickness. Bills should be received by the Company within 90 days of service to be considered for payment. Bills submitted after one year will not be considered for payment except in the absence of legal capacity.

Mail Claim Forms To:

FIRSTSTUDENT  
P.O. Box 809067  
Dallas, TX 75380-9067

## To have Provider submit a claim electronically:

Your Doctor can also submit a claim electronically, using WebMD. This gives a faster turn-around time than submitting a claim by mail. Check with your doctor to see if they are a participant. If they are, show them your ID Card. The WebMD information is printed on the back of every ID Card.

**If you would like to talk to a customer service representative regarding your claim or policy benefits you can call us toll free at: 1-800-505-4160.**