



“Bringing out the Best in Benefits”

7/28/2011

Announcement – Claims Updates and Reminders

CBI is pleased to announce that, effective 8/2/2011 two new claim features will be available to participants – Provider Pay and Claim Splitting. A separate announcement will be sent with the corresponding details. Due to these new features the following updates will be in effect on 8/2/2011:

Updates

1. Claim forms
 - a. All claim forms will have a new barcode for more efficient scanning and processing.
 - b. The HRA* and DCA* claim forms will have a check box field allowing for the Provider Pay option.
 - c. The HRA* claim form will have a check box field allowing the participant to Opt-out of the Claim Splitting option.
2. Claim processing time commitment
 - a. Claims submitted online through the web portal: 2-3 business days
 - b. Claims submitted via mail, fax, or email: 3-5 business days

Reminders

1. Please use the new claim forms that are posted on our website *(<http://www.conceptsinbenefits.com/forms.html>). Old claim forms slow down the claim process and can cause delays in reimbursement.
2. Please use our new designated claim fax number as this allows for the barcode system to work properly. The new number is 603-RE-PAY-ME (603-737-2963) which is published on the new claim forms.
3. Using the web portal to submit claims in conjunction with Direct Deposit is the fastest way to be reimbursed – in most cases you will receive your money within 4 days of submitting your claim.

Management
CBI[®]

email: cbi@conceptsinbenefits.com

voice: 1-800-224-7688

web: <http://www.conceptsinbenefits.com>