



## CLAIM FILING TIPS

WE WANT YOUR CLAIMS TO BE PAID ACCURATELY AND TIMELY.  
USING THE FOLLOWING TIPS WILL HELP US PROVIDE YOU WITH BETTER SERVICE.

### DOs

- Answer all questions and sign the 'Claim Form'.
- Submit the Claim Form with an itemized billing statement, which includes:
  1. Student name
  2. Patient name
  3. Provider name & Provider Tax ID number
  4. Date(s) of service
  5. Diagnosis (preferably with code number)
  6. Types of service (preferably with code number)
  7. Billing charges for each type of service rendered
- Try to batch your claim submissions (send several itemized bills at one time). This helps to keep costs down.
- **If you have other insurance coverage**, please remember to submit your claim(s) to the other **insurance plan *first***. (Refer to the Accident and Sickness Insurance Plan brochure, 'Excess Provision'). When you receive the "Explanation of Benefits" statement from the other insurance plan showing the total amount paid, then you should submit the claim to WPAS with a copy of the billing from your provider and a copy of the other plan's EOB (Explanation of Benefits) statement.

**Exception:** The Claims Office will internally coordinate the processing of a claim, if both plans are administered by WPAS.

Mail Claims to:

**UW/WPAS Claims Office  
PO Box 34600  
Seattle, WA 98124-1600**

Fax Claims to:

**(206) 441-9110**

For Questions, call:

**Toll-Free 1 (866) 535-8503  
or Local (206) 374-9439**

### DON'Ts

- Never send a "balance forward bill" to the Claims Office.
- Make certain you know who is going to file your claim. Do not submit a claim yourself if your health care provider tells you they will submit the claim on your behalf. Duplicate claim filings add to the administrative expenses of operating the plan.