



PHILADELPHIA
AMERICAN
LIFE INSURANCE COMPANY

Claims Filing Instructions – GAP (235)

Following these instructions will avoid unnecessary delays in claim processing

- *When you receive treatment always present your ID card. Most providers of service will file your claim for you. If the provider files for you they will typically request that you assign benefits.*
- *If a provider will not file for you please follow the remaining instructions.*
- *Please provide an itemized statement showing the full name, address and Tax ID number of the provider of service. This itemized statement should include the patient's name, date of service, amount charged for each service, the diagnosis (ICD) code for each date of service (3 to 8 digit code number) and the procedure (CPT or HCPCS) code for each service rendered (5 digit code number)*
- *An Emergency Room or Outpatient Hospital bill should include the Revenue Codes which are the 3 digit codes that indicate the charges for services rendered in each department of the hospital.*
- *If the claim is incurred in the first 12 months of coverage please complete the attached Claim Form and Authorization and submit with your claim. When submitting a claim that is incurred after your policy has been in force for 12 months you will not need to complete this form unless your claim is for an accident.*
- *If the claim is for an accident please complete the attached Claim Form and Authorization. If the accident was related to a motor vehicle accident we need a copy of the MVA Report.*
- *If a claim form is not required as indicated above, please make sure the insured name, the patient name and the policy number is included on all documentation submitted.*

If you have any questions please call our Customer Service Department at 800-552-7879 extension 1331.

Completed Claim Forms and claims can be mailed or faxed to our offices.

***Philadelphia American Life Insurance Company
Attention: Claim Department
PO Box 4884
Houston, TX 77210-4884
Fax: 281-368-7382***