

PROCEDURES NORMALLY FOLLOWED IN HANDLING A CLAIM RESULTING
FROM AN ATHLETIC-RELATED INJURY

When you have coverage on your son/daughter:

1. A claim, including all bills, must be submitted to your insurance company promptly upon receipt. To expedite the processing of medical provider billings, your family medical insurance information will be furnished to providers.

We, as the school, DO NOT have the option of waiving the requirement of filing with you group or individual insurance.

2. When your company has processed the claim, the “EXPLANATION OF BENEFITS” from your insurance company plus itemized due bills, should be sent to the Student Medical Benefit Office, SIUC, 118 Kesnar Hall, Mailcode 6802m Carbondale, IL 62901. The “Explanation of Benefits” and itemized bills with a remaining balance will then be processed by the Student Health Program for final payment. Provider balance due statements are not acceptable.
3. Please note that unless we receive verification of partial payment or denial from your insurance company, the remaining outstanding balances cannot be processed for payment.
4. Subsequent billings received will be forwarded to your insurance company after obtaining the signature of your on/daughter on the billing, when necessary.
5. Payments received by you from your insurance company on bills submitted should be promptly forwarded to the appropriate medical service provider.
6. Submit all claim information including bills, claim forms, or other requested information within 90 days from last date of the semester in which charges were incurred.

If, on the day of an athletic injury, you do not have coverage on your on/daughter, please have your insurance company send a statement showing the last date of coverage and forward all bills to the Student Medical Benefit Office for consideration of payment.

By the coordination of your insurance company and the Student Health Programs plan full payment can be expected when medical bills for athletic injuries are promptly submitted to your family insurance company.