

INSTRUCTIONS FOR SUBMITTING INTERNATIONAL CLAIMS

In an effort to improve your total experience with United HealthCare, we have outlined the process for submitting claims incurred outside of the United States.

- **For international claims you will have to pay for any services received up-front and out-of-pocket.**
- **After service is received, you will need to complete the International Foreign Claims Transmittal form to be reimbursed according to your plan guidelines.**
- **Please remember to obtain all itemized receipts for any services received while outside of the United States. You will be required to send these receipts in with your claim forms.**
- **All paid amounts will be translated into US dollars when the claims are processed for reimbursement.**

Submit, all International claims and correspondence to the following address:

International Claims
C/O United HealthCare
P.O. Box 740817
Atlanta, GA 30374

For your convenience, you may also use the following fax number for claim submission:

801-567-5498

Provide a copy of the foreign claim letter along with the claim transmittal form to your health care provider. If the Provider is submitting claims on your behalf, they should also submit all non-electronic medical claims and correspondence to this address instead of the address on your medical member identification (ID) card. Customer Service calls will continue to be handled by the toll-free number on your medical ID card and remains unchanged.

In order to ensure that your claim(s) are handled in the most efficient manner, please remember the following:

- Include the International Claims Transmittal form with all submissions.
- Include your member ID and policy number on all claims and correspondence (these may be located on your member ID card).
- Clearly indicate to whom the payment should be made (the member or physician).

Should you have an inquiry regarding your claim or medical benefits, we are pleased to share with you two self-service options to meet your needs while you are outside of the U.S.:

- **www.myuhc.com** is your personal healthcare site containing benefit plan information, claim status and eligibility information. You may also print online EOB's, print and order id cards, update COB information, and access various health related information.
- **Telephone Self Service** – allows you to access information on many of your inquiries anytime, any day, by calling member services at 866.204.3102.

Of course, our Member Services is always ready to assist you during normal business hours should you have a question that you are unable to resolve from the self-service options.