

How to file

The qualifying medical claim must be on file before Anthem will reimburse for Travel and Lodging. The member must include the claim date of service and/or claim number or attach a copy of their qualifying claim's Explanation of Benefits.

The member is responsible for the payment of services rendered and should validate covered expenses prior to submitting this claim form.

A valid receipt must be submitted for the expenses. All receipts must be itemized and legible. Itemization includes, but is not limited to, name, date, time, amounts, and purpose. Credit card and bank statements are not acceptable as documentation. Keep a duplicate copy of your itemized bills and receipts as they will not be returned to you.

It is required that all fields are completed. Use a separate line for each date of service and receipt. The number of occupants for lodging should be documented in the description section of the claim form. For consecutive nights of lodging on one receipt, it is acceptable to list on one line as a date range.

Briefly indicate the type of service, i.e., mileage, lodging, etc. For travel by car list the total number of miles traveled for treatment. Utilize type of service "Other" for each covered expense that is not specifically called out on the claim form. Expenses that are not covered should not be included.

Your signature attests to the accuracy and completeness of all information on the claim form (**including** the receipts). This claim may be returned to you if all required information is not present.

We encourage you to file claims within 90 days of the service date. Please refer to your Description of Benefits for specific timely filing limitations and any applicable limitations and exclusions.

Please remit photocopies of your itemized receipts, completed claim form and any supporting documentation to:

Anthem_MTL_Member_Submit_Claim_Mailbox@anthem.com

Please note: Submission of this form outside the above email address (via Member Portal, USPS mailbox address, etc.) may delay processing.

If you have questions or need assistance, please contact the number indicated on the back of your ID card.

