



MEMO

To: All Employees Enrolled in the Horizon Health Benefits Plans

Re: Reimbursement of Medical & Prescription Co-pays

The purpose of this memo is to clarify the procedure for filing of reimbursements of medical and prescription co-pays under your Horizon health plans.

Please complete sections 1 & 2 of the old form with employee signature required in section 4 and file to address at the top of the form. Note: There is an updated form (W0808) that requires employee signature on line 27 with filing address on the back of the form.

The following instructions are strongly recommended when submitting claims or your receipts may be returned:

- 1) Original receipts are not required, but *your photocopies must be clean & clear for microfilming.*
- 2) When filing RX receipts, please tape them to a piece of copy paper and fill the page. Please do not staple – they need to be taped down or they will be returned to you unprocessed.
- 3) Receipts for office visits must be itemized with dates of services and co-pay charges – a running balance bill, explanation of benefits or canceled check does not provide the details needed to process the reimbursement.
- 4) Please submit one claim form per each member in your family at a time.
- 5) Please put your Horizon member number on each page to avoid loss in case of separation.
- 6) Please keep the years separate from each other. In other words, please file one form for 2008 charges and one form for 2009 charges. Please note that you have 18 months from the date of service to file for reimbursement. Claims for dates of service older than 18 months will not be accepted for processing.
- 7) Please photocopy each page, including the claim form, for your file.
- 8) Do not wait until the end of the year to file for the whole year as this is the busiest time of year for claim processing. As soon as you have enough receipts to meet your deductible, file your first claim.
- 9) Please note the boxes in the top, right hand corner to indicate that this claim is for co-pay reimbursements. If so, please indicate one or both, medical & pharmacy.

Following these procedures will ensure a smoother and faster filing time. You can pick up your yellow claim forms in the main office where you work or by contacting Allen Associates from 8:00AM-5:00PM Monday through Friday at 856-692-2250 or 800-442-5536. As always, it's a pleasure to be of service.