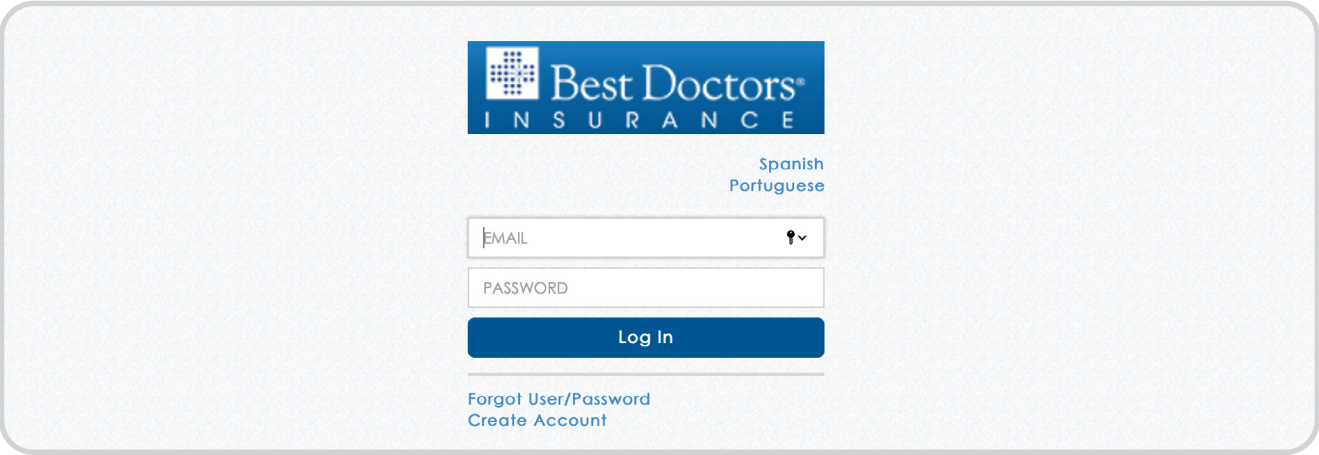
How to submit an electronic claim

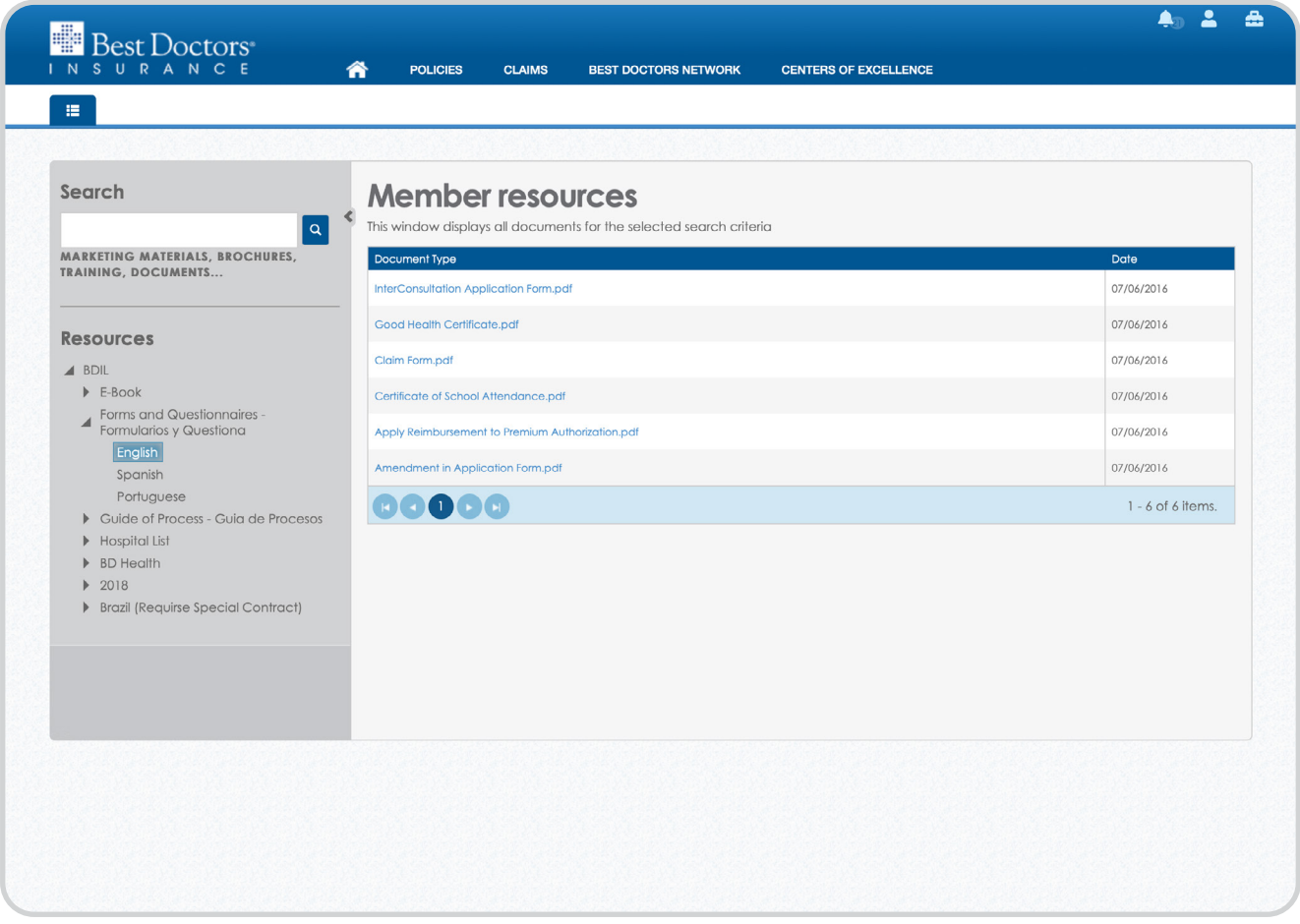
Best Doctors® INSURANCE

You can now quickly submit your claim securely and easily without the need to mail any physical documents. A few steps and you're done: your claim is in process!

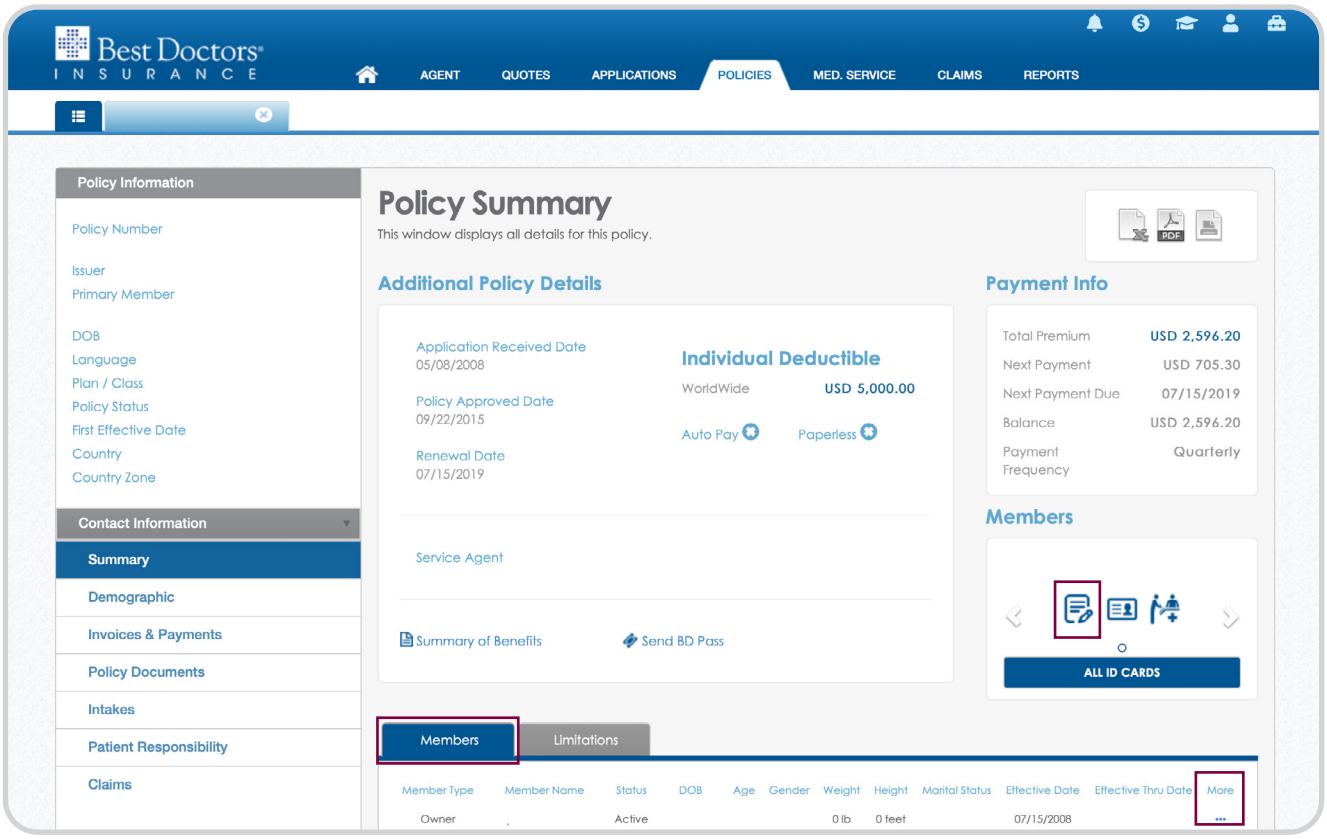
1 Log in to the Member Portal. If you haven't registered yet, click here to download easy instructions to do so.



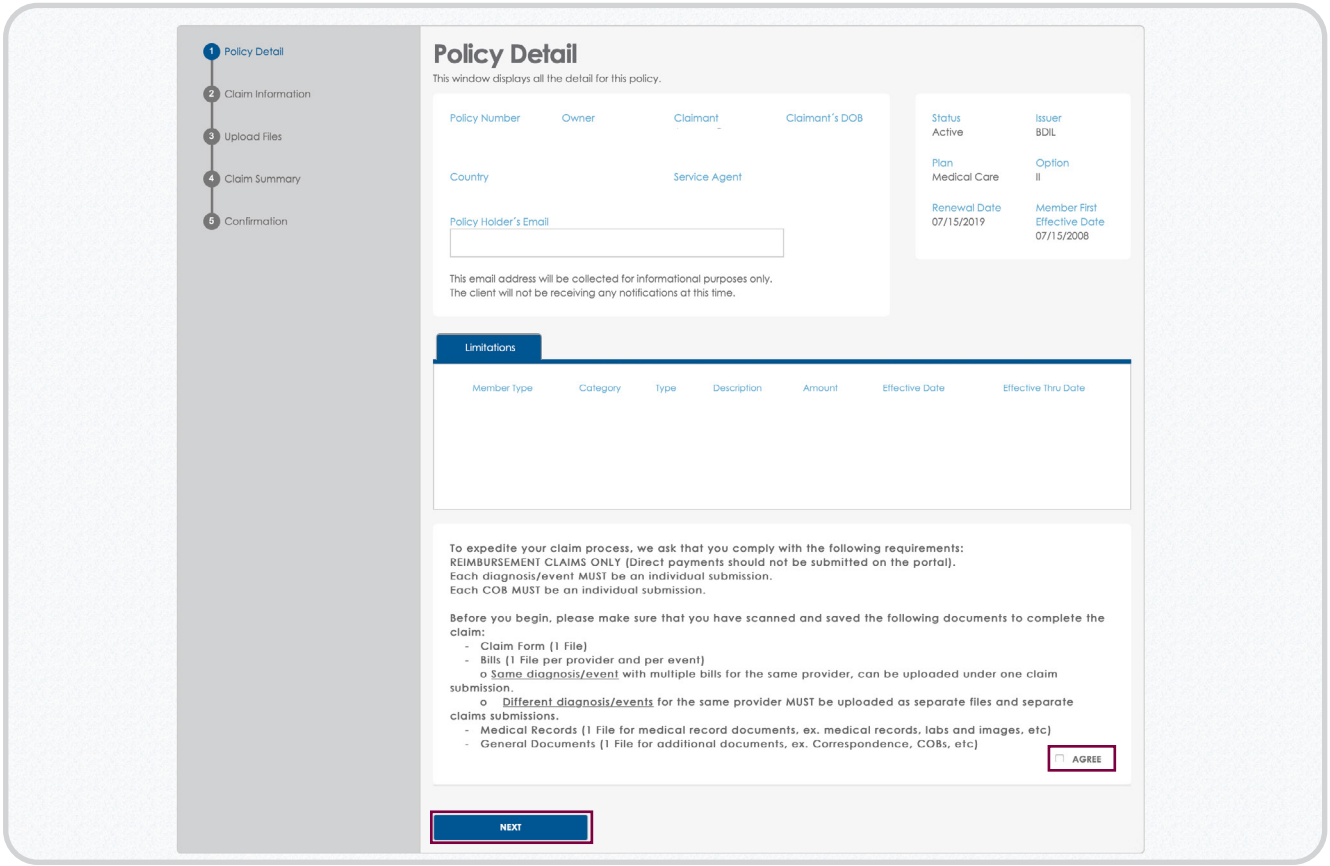
2 Complete a Claim Form. You can download an editable copy from the **Member Resources** section. This form will need to be attached for submission (see step #5).



3 Under the **Policies** tab, select the member (patient) for whom you are submitting the claim. Then click on the **File a Claim** icon.

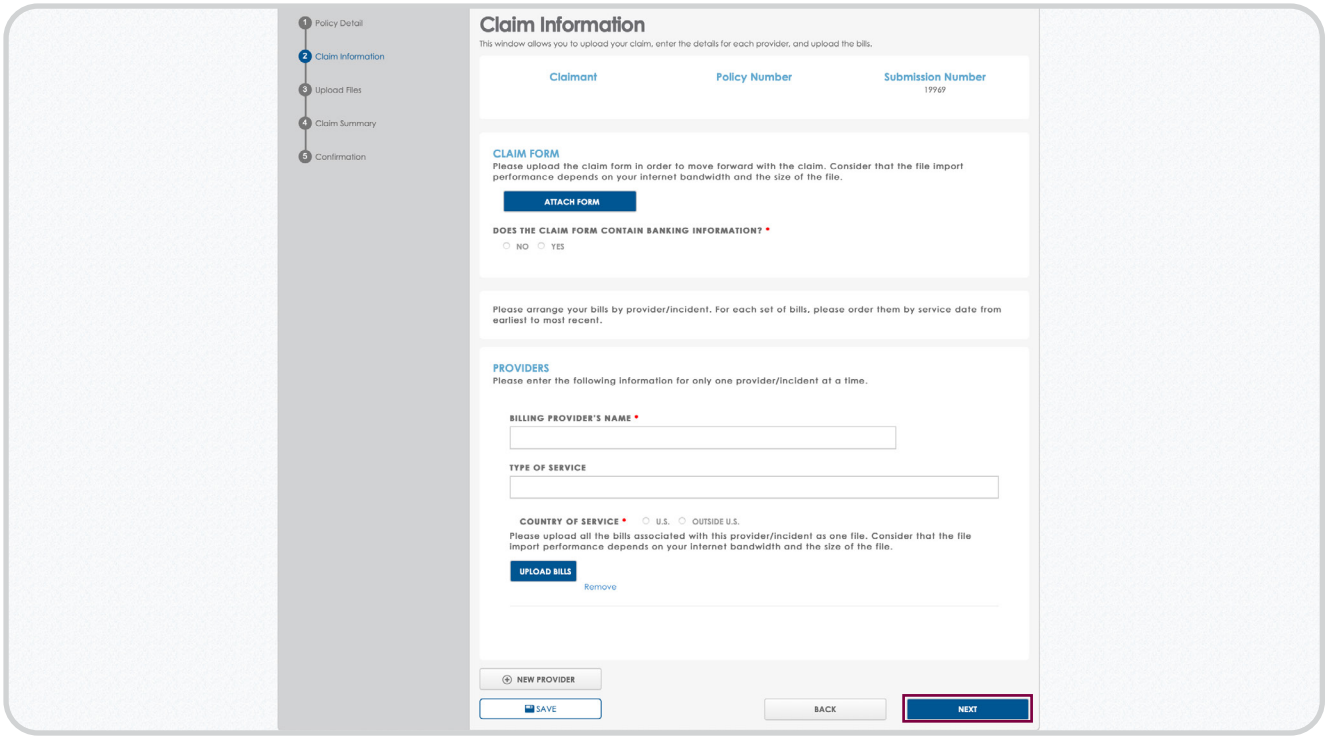


4 Under the **Policy Detail** screen, check the **Agree** box and click on **Next**.

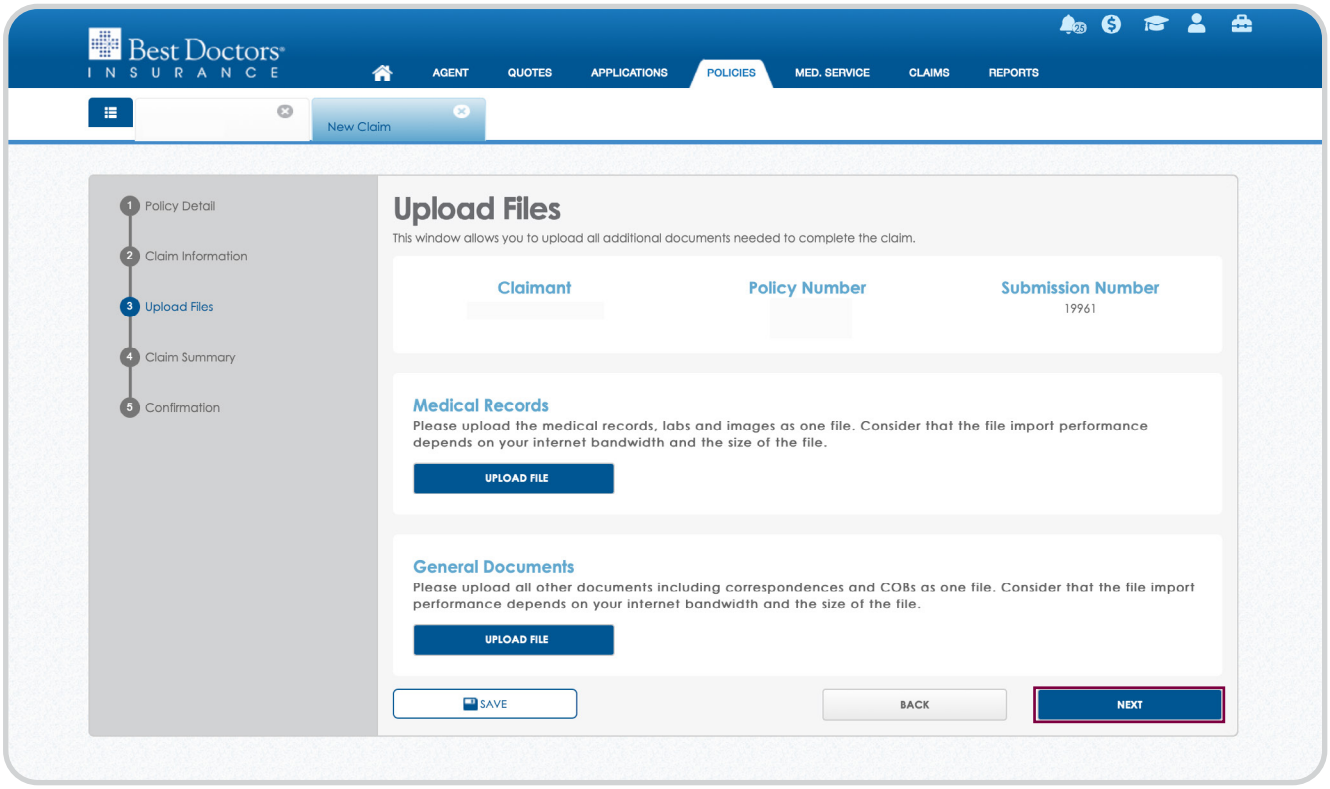


5 Validate the claimant's information and complete the following. All services must be submitted by provider and medical event. If you have bills from different providers for the same medical event, select **New Provider** after each one and repeat the steps listed below. Then click on **Next**.

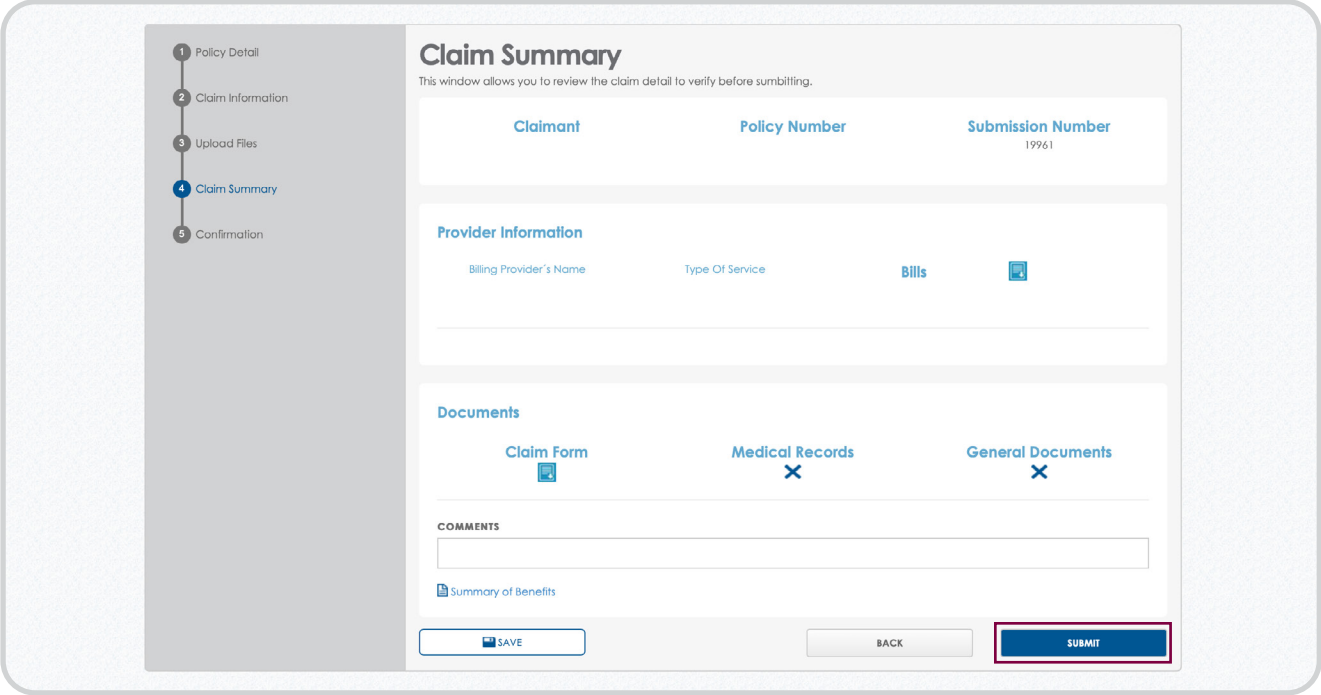
1. Attach the Claim Form
2. Confirm bank information
3. Enter provider information
4. Specify type of service
5. Upload files



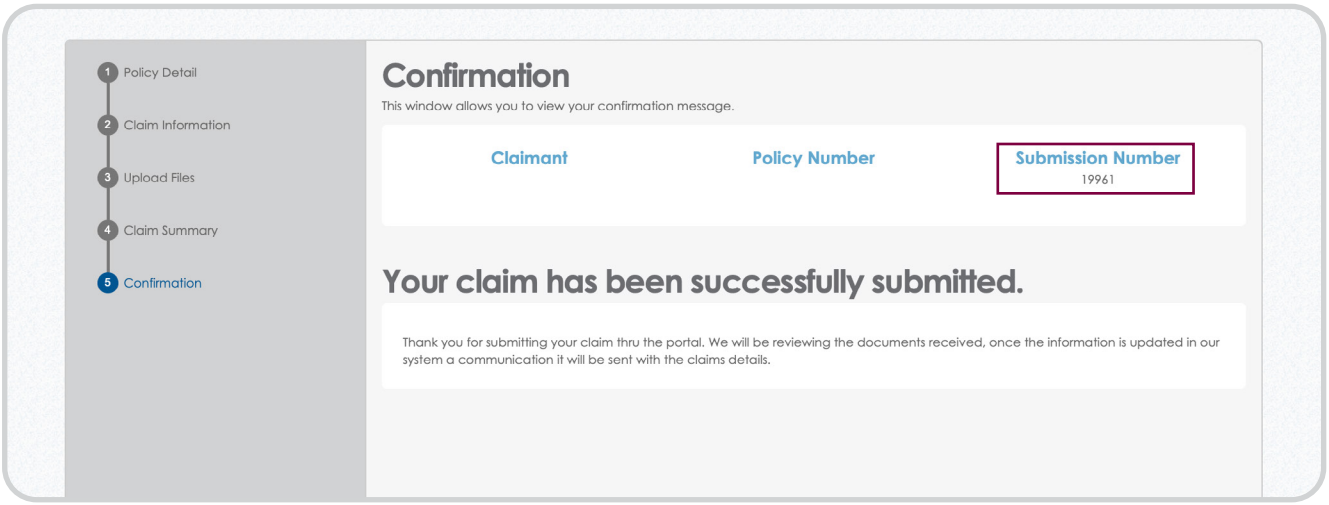
6 To upload medical records and general documents, please follow the instructions on the screen. Then click on **Next**.



7 Validate the claim information. Then click on **Submit**.



8 You will receive a confirmation with a **Submission Number** for follow up. Best Doctors Insurance will process the claim within 7 days of receiving all necessary information.



For a successful submission, please keep in mind:

- Claim Form must include claimant/patient's name, date(s) of service, diagnosis, treatment description, provider name, amounts charged and paid in the corresponding currency.
- Scanned images or pictures of detailed invoices and receipts must be legible and clear.
- Prescriptions and pharmacy receipts must include the patient's name.
- Reimbursement information for direct deposit to U.S. account or international bank transfer.

The insurance policy is issued by Best Doctors Insurance Limited, a company registered in Bermuda. Medical insurance management service offered by Best Doctors Insurance Services, LLC., representing Best Doctors Insurance Limited.
www.BestDoctorsInsurance.com

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