

TO: CITY OF WAUPACA PLAN PARTICIPANTS

What You Need To Know To Resolve Claim Problems

1. Why are my claims not being paid for Medical or Dental?

The most common answer to this question is that you have received a request for information from the insurance company, but have not yet responded. Claims are held – and NOT paid – until they receive all additional information needed to process your claim. Typically they are looking for verification of dependent status, information on any other insurance that may apply to your claim, and whether or not it was an accident or work related. Please be sure to respond immediately to any requests for information! If you have any questions regarding the information being requested, please contact the following carriers for an explanation and assistance. Please have applicable documentation in front of you (Explanation of Benefits (EOB) from the insurance company, copy of the provider bill, insurance ID card, etc.)

For Claim and Customer Service Questions Call:

WEA Trust (Medical) – (800) 279-4000

Delta Dental (Dental) – (800) 236-3712

For Medical claims, please check weatrust.com for claim status and allow 10-14 days for claim processing. For Dental claims, visit deltadentalwi.com.

2. What happens if I still can not resolve my claim issue?

If you believe your claim was not processed correctly you should first contact the insurance company to discuss the error. These errors are usually resolved by contacting the insurance companies' customer service line first. **If a situation arises that you are not receiving resolution from your insurance carrier you may contact Brian Dubinski at The Horton Group at 262.347.2602 or Kelly Jagelski at 262-347-2610.**

You will be asked to provide the following information to discuss the claim on your behalf.

- A signed authorization form for us to discuss a claim with the insurance company
- Copy of all Explanation of Benefits (EOB's), insurance provider bills, or any other applicable documents received from the insurance company or provider
- Documentation of all interaction with the appropriate insurance company
 - Time and date called
 - Name of customer service representative
 - Outcome of phone call