

## How to Submit a bill to your Insurance Plan

1. When submitting any bill or document to your insurance plan, please include your name, date of birth, and insurance number.
  2. Make copies of all bills and correspondence before you submit them to your insurance plan. Keep records of all phone conversations, including the name of the person(s) with whom you spoke to, date, time and probable outcome. If you need to correspond with your insurance plan over the phone, be prepared to refer to your documents and bills.
  3. When seeking a referral to an outside provider, please check to see that the new provider is part of your insurance plan's network, and accepts your plan. For more information regarding referrals, please check your policy or your insurance plan's web page.
  4. Not all procedures and costs are covered 100%. To verify your coverage type (injury or sickness), you may contact your insurance plan and provide your name and your plan and identification number. Some illnesses or injuries may cost more to treat and you may be billed for what the plan does not cover.
  5. Please review your insurance policy for the section on Exclusions and Limitations
  6. Please check your insurance plan's web page to obtain copies of blank insurance forms that will need to be completed for reimbursement.
  7. If you require an itemized billing statement from LMU, please contact Student Health Services in person and complete a copy of "Loyola Marymount University Student Health Center Authorization to Release Patient Medical Information." Copies of Patient Release of Medical Information can also be found on line at [www.lmu.edu/health](http://www.lmu.edu/health) under forms and brochures.
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