### **Accident Insurance Program**

- Written through Gerber Life Insurance Co

   Policy # 40037612
- Neace Lukens is the broker and not the carrier (we are not paying the claims or processing them)
- Tracy Bates is NOT associated with this policy! ③
- \$5,025,000 in total coverage limit per incident
  - Previously it was \$1,000,000
  - We are providing more coverage for a better rate <sup>(2)</sup>
  - Coverage is EXCESS to any health insurance a student might have

### ADMINISTRATIVE CONCEPTS, INC.

Home Insured

ClaimStatus

About Us

Privacy Policy

Administrative Concepts, Inc. is an independently owned Third Party Administrator, incorporated under the laws of the Commonwealth of Pennsylvania. Our contracts with major insurance carriers provide the underwriting stability for the comprehensive policies we administer.

ACI's Student Insurance Division administers Special Risk, Student Medical and International Plans for schools and colleges throughout the world as well as the United States.

Clients

The Accident and Health Division administers Group Accident and Health, Limited Medical (Mini Med), Dental, Accidental Death and Dismemberment and Short Term Disability Plans.

ACI is an industry leader in providing superior services for specialty insurance

products. We are a valuable resource to insurance companies and brokers. The ACI team of experienced and courteous professionals offer excellence in service to our clients.





### **ACI** Resources

- ACI website <u>http://www.visit-aci.com/</u>
- Claim Form Available (Gerber k-12)
- Online Claim Status Updates Available (only for students 18 years and up)
- Claim Status Updates by:
  - Calling ACI at 888-293-9229
  - Emailing ACI at <u>aciclaims@visit-aci.com</u>

You must reference policy # 40037612

## Claims Submittal Process 3 Key Pieces

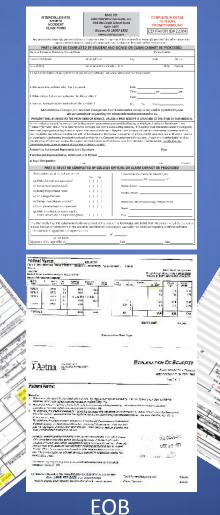
#### Get Your Claim Processed Quickly 3 Key Documents

- 1. Obtain and Fully Complete a Claim Form. Have the form signed by a school official.
- Obtain a HCFA (standard form for treatment at a doctor's office, xray, physical therapy, etc...) or a UB (standard form for hospital charges) from the provider that treated you.
- If you have Other Insurance, submit the claims there first and obtain an Explanation of Benefits (EOB) to submit with the bills and claim form.

Mail to:

Administrative Concepts 994 Old Eagle School Road Suite 1005 Wayne, PA 19087-1802

#### **Claim Form**





#### **Common Causes For Delays**

- 1. Claim Forms Not Completed In Full or Not Submitted.
- Balance Due, Balance Forward, or Past Due Statements Submitted for Bills.
- **3.** Explanation of Benefits from Primary Carrier Not Provided with the Bills.

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VERY IMPORTANT TO REDUCE DELAY TIME

## FAQ

- When should claims be submitted?
  - ASAP. Do not wait until you receive everything as it could jeopardize coverage.
- What if the parent pays the bill directly?
  - Submit the bill AND paid receipt otherwise the payment will be made to the provider of service
- Where do we send bills, receipts, forms to?
  - Administrative Concepts, Inc.
    - 994 Old Eagle School Rd. Suite 1005 Wayne, PA 19087
  - Fax to 610-293-9299
  - Email to aciclaims@visit-aci.com

### Neace Lukens

- www.neacelukens.com
- 800-928-2011 or 843-569-1888 (Local)
- Andrew.muller@neacelukens.com
- Jules.mcmillan@neacelukens.com

# Questions

 To answer any questions as quickly as possible and with little delay for either you or the parents specific to coverage or the claims process, please call ACI directly at 888-293-9229