

# 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! 😊
- \$5,025,000 in total coverage limit per incident
  - Previously it was \$1,000,000
  - We are providing more coverage for a better rate 😊
  - Coverage is EXCESS to any health insurance a student might have

# ACI ADMINISTRATIVE CONCEPTS, INC.

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**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.

*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.



**Administrative Concepts, Inc.**  
994 Old Eagle School Rd. Suite 1005

# ACI Resources

- ACI website <http://www.visit-aci.com/>
- 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 [aciclaims@visit-aci.com](mailto:aciclaims@visit-aci.com)
  - You must reference policy **# 40037612**

# Claims Submittal Process

## 3 Key Pieces



### Get Your Claim Processed Quickly

#### 3 Key Documents

### Common Causes For Delays

### Claim Form

Administrative Concepts, Inc. 300 Old Eagle School Road, Suite 1005, Wayne, PA 19087-1802. Phone: 610-262-4892. Fax: 610-262-4893. Website: www.aciclaims.com. Complete in Detail to insure prompt handling. ECF Number: 02-22364.

**NOTE: MUST BE COMPLETED BY STUDENT AND SIGNED OR CLAIM CANNOT BE PROCESSED**

Name of College/University: \_\_\_\_\_ Date: \_\_\_\_\_

2. How would you describe the injury? \_\_\_\_\_

3. What is your current status? (Full, Part, or Other) \_\_\_\_\_

4. How long has the injury lasted? (Date) \_\_\_\_\_

Administrative Concepts, Inc. does not discriminate on the basis of race, sex, or ethnicity. We are committed to providing the highest quality of service to all our clients.

**PAYMENT WILL BE MADE TO THE INSURANCE PROVIDER. YOU ARE RESPONSIBLE FOR THE TYPE OF SUBMISSION.**

Printed or Authorized Representative's Name: \_\_\_\_\_ Date: \_\_\_\_\_

If Authorized Representative, Relationship to Person: \_\_\_\_\_

**NOTE: MUST BE COMPLETED BY COLLEGE OFFICIAL ON CLAIM CANNOT BE PROCESSED**

1. What is the name of the student? \_\_\_\_\_

2. What is the student's date of birth? \_\_\_\_\_

3. What is the student's sex? \_\_\_\_\_

4. What is the student's race? \_\_\_\_\_

5. What is the student's ethnicity? \_\_\_\_\_

6. What is the student's address? \_\_\_\_\_

7. What is the student's phone number? \_\_\_\_\_

8. What is the student's email address? \_\_\_\_\_

9. What is the student's social security number? \_\_\_\_\_

10. What is the student's state of residence? \_\_\_\_\_

11. What is the student's date of enrollment? \_\_\_\_\_

12. What is the student's date of graduation? \_\_\_\_\_

13. What is the student's current status? (Full, Part, or Other) \_\_\_\_\_

14. What is the student's current program? \_\_\_\_\_

15. What is the student's current major? \_\_\_\_\_

16. What is the student's current minor? \_\_\_\_\_

17. What is the student's current grade point average? \_\_\_\_\_

18. What is the student's current cumulative grade point average? \_\_\_\_\_

19. What is the student's current cumulative grade point average excluding the current semester? \_\_\_\_\_

20. What is the student's current cumulative grade point average excluding the current semester and the current major? \_\_\_\_\_

21. What is the student's current cumulative grade point average excluding the current semester and the current major and minor? \_\_\_\_\_

22. What is the student's current cumulative grade point average excluding the current semester and the current major and minor and the current program? \_\_\_\_\_

23. What is the student's current cumulative grade point average excluding the current semester and the current major and minor and the current program and the current minor? \_\_\_\_\_

24. What is the student's current cumulative grade point average excluding the current semester and the current major and minor and the current program and the current minor and the current program? \_\_\_\_\_

25. What is the student's current cumulative grade point average excluding the current semester and the current major and minor and the current program and the current minor and the current program and the current minor and the current program? \_\_\_\_\_

Signature of College Official: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

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

1. Obtain and Fully Complete a Claim Form. Have the form signed by a school official.
2. Obtain a **HCFA** (standard form for treatment at a doctor's office, x-ray, physical therapy, etc...) or a **UB** (standard form for hospital charges) from the provider that treated you.
3. 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.

HCFA form with yellow highlights.

Actna Explanation of Benefits form.

UB form with a red arrow pointing to it.

**VERY IMPORTANT TO REDUCE DELAY TIME**

EOB

UB

Mail to:

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

# 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](mailto:aciclaims@visit-aci.com)

# Neace Lukens

- [www.neacelukens.com](http://www.neacelukens.com)
- 800-928-2011 or 843-569-1888 (Local)
- [Andrew.muller@neacelukens.com](mailto:Andrew.muller@neacelukens.com)
- [Jules.mcmillan@neacelukens.com](mailto: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