

# **How to File a MEDIPLUS® Claim Guide**

## **>> IMPORTANT: << YOU MAY NOT NEED TO FILE A CLAIM YOURSELF!**

Thanks to the MEDIPLUS DirectClaim process, many TRICARE Supplement benefit claims can be filed electronically by the TRICARE claims paying contractor for your area.

Note: All TRICARE prescription claims and most skilled nursing or skilled nursing facility, nursing home claims and claims filed from overseas cannot be filed electronically. For these, as well as all Hospital Income Plan claims, you will need to submit paper claim filings to MEDIPLUS.)

## **>> 4 SIMPLE STEPS TO SUBMITTING MEDIPLUS® PAPER CLAIMS**

1. Complete and sign your MEDIPLUS Claim Form. A claim form is enclosed for your convenience. You can also download a Claim Form from the MOAA Insurance Plans website ([www.moaainsurance.com](http://www.moaainsurance.com)) in the "My Account" section under "Forms & Links."
2. Be sure to enclose a copy of your TRICARE Explanation of Benefits (EOB) Form. Please write your MEDIPLUS Certificate Number on the EOB.
3. If services were provided in a Civilian Hospital, please attach a copy of the TRICARE Explanation of Benefits Form. If services were provided in a Government Hospital, a copy of your Subsistence Receipt is needed. If you have TRICARE Prime Coverage, please submit a copy of your bill showing the amount of charges and also the copayment amount.
4. Mail to:  
MOAA Insurance Plans  
Claims Department  
P. O. Box 9126  
Des Moines, IA 50306-9126



**QUESTIONS?**  
Call toll-free  
**1-800-247-2192**

Looking For Tips to Help Make  
Claim Filing Even Easier?

**See Other Side >>**



## 4 Important Tips To Help Streamline MEDIPLUS® Paper Claim Filing

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**1. Write your MEDIPLUS Insurance Certificate Number on all claim paperwork.**

This number is vital for prompt, accurate claim processing. You can find your number on your billing notices, your MEDIPLUS claims Explanation of Benefits (EOB), or your MEDIPLUS identification card.

**2. For Outpatient Benefits: A copy of your TRICARE EOB Form is required.**

MEDIPLUS supplements your TRICARE benefits so we need to know how TRICARE processed your claim in order to determine your MEDIPLUS benefits.

**NOTE: You do NOT need to fill out a MEDIPLUS Claim Form for Outpatient Benefits as long as you write your MEDIPLUS Insurance Certificate Number, a brief diagnosis, and the MOAA member's full name (if the claim is for a dependent) directly on the TRICARE EOB form.**

**3. For Inpatient Benefits: A MEDIPLUS Claim Form AND copies of the TRICARE EOB Forms for your hospital bill and inpatient doctors' charges are required.**

Only one MEDIPLUS Claim Form per patient is necessary for all related inpatient charges. Once you have filed the Claim Form, subsequent claims for the same hospitalization may be filed using the easy Outpatient process outlined above.

**4. Pharmacy/Prescription Claims:** You do not need to send a TRICARE EOB form. However, please enclose a copy of the printout your pharmacy gives you at the time your prescription is filled. This document must include the following information:

- Patient Name
- Prescription Number
- Date Prescription Filled
- Name of Prescription
- Co-payment Amount
- Be sure to write your MEDIPLUS Insurance Certificate Number on the pharmacy printout



**QUESTIONS? Call toll-free 1-800-247-2192**

TRICARE Form Series includes GBD-3000, GBD-3100, or state equivalent.

Underwritten by Hartford Life and Accident Insurance Company and Hartford Life Insurance Company, Hartford, CT 06155.

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