

Submitting Long Term Care Invoices For Reimbursement

Timely and proper submission of Long Term Care (LTC) claims is key to receiving reimbursement for eligible charges as quickly as possible. Once you have been approved as an eligible LTC claimant, please follow the reminders listed below to ensure you or your provider are submitting the claims properly to avoid any processing delays.

- Submit your claims regularly, but no later than 90 days of when services occurred, along with the Long Term Care Claim Submission Form.
- Pay the provider first and provide us proof of that payment along with your claims.
- Send a new Plan of Care if you have experienced an increase or decrease in the service or care level you are receiving.
- Include any bed holds or absences from the residential care facility on the invoice and on the Long Term Care Claim Submission Form.
- Benefits are paid within 30 days after we receive a claim, the proof of payment, any Explanation of Benefit (EOB) forms from other insurers, and any other necessary documentation we may request to process the claim. We never pay benefits in advance of you receiving a service.
- If all of your services were paid for by Medicare or a governmental plan, there is no need to submit a claim to us. If only part of the services were paid for by Medicare or a governmental plan, send a copy of the EOB that shows what services were paid for. We will not duplicate benefits for expenses eligible for payment under a governmental plan, or any other coverage provided by law, including no-fault and uninsured motorist statutes.
- Review your (EOB) each month. Don't hesitate to contact us at **800.279.4000**, if you have questions about your invoice or how a service was reimbursed. The EOB also provides you with useful information about your remaining LTC benefits to help you plan for future care.

It's Easy to Submit Your LTC Invoice:



BY SECURE UPLOAD:

Go to: WEAtrust.org



Secure File Upload

BY EMAIL:

customerservice@weatrust.org

BY FAX:

(608) 279-9119

BY MAIL:

PO Box 259537

Madison WI 53725-9537

Please keep in mind you must pay any costs incurred that providers charge for copying and/or submitting documentation. We do not pay or reimburse any fees charged for providers sending in the information need to pay your claims.