REIMBURSEMENT APPLICATION

☐ MEDICAL ☐ DENTAL

MCS Classicare (HMO)

To complete the form, please read the instructions.

SECTION A - MEMBER INFORMATION

Contract number	Member first name	Initial	Member last name

Postal address (Urb., street number, P.O. Box, city, state, zip code)

Group number	Group name	Date of birth
Home phone number	Cellular phone number	Benefit plan

Date of service	Procedure code(s)	Place of service (office, hospital, home, other)	Description	Total cost	Patient payment

Diagnosis code(s)

A.	B.	C.	D.	E.	F.
G.	H.	I.	J.	K.	L.

Provider who performed the services:	NPI number:	Employer identification number:	State license number:	Specialty:

Clinical Trial: #NCT00XXXXX

Brief explanation of why you need to use the services and reimbursement there of:

SECTION B - OTHER PLAN INFORMATION/

Does the member have another health plan? ☐ Yes ☐ No

Name of health plan	Effective date

Policy number / contract

What type of coverage do you have with the other plan?

☐ Individual ☐ Couple ☐ Family

Plan telephone number

What benefit coverage do you have with the other plan?

☐ Medical ☐ Dental ☐ Pharmacy ☐ Vision

SECTION C - ACCIDENT OR INJURY INFORMATION (if applies)

The condition or lesion is related to:

☐ Work accident

☐ Car accident

☐ Other accident, explain:

Date of accident:	Where did the accident occur?

How did the accident occur?

SECTION D - AUTHORIZATION OF MEMBER

I certify that the information provided on this reimbursement application is correct and complete. I authorize any physician, hospital or other medical facility to provide information required for MCS analysis of this request for reimbursement.

Signature of member or authorized representative

Date

FOR INTERNAL USE OF MCS - CLASSICARE

Effectiveness: ☐ Active ☐ No Active

Amount to be paid:

Verification of premium payment:

Date:

Verify by:

Comments:

Approved services by:

ADDITIONAL INFORMATION FOR DENTAL REIMBURSEMENT							
Piece number:							Surface (if restoration)

INSTRUCTIONS

I. PLEASE READ THIS IMPORTANT INFORMATION

Use this form to request reimbursement of medical and dental expenses covered and incurred by non-participating providers when applicable.

If you claim expenses for more than one provider (medical, hospital, laboratory), you must attach the official receipt for each provider that rendered services.

Complete the boxes on the procedure form for reimbursement. Include detailed receipts in original for all services supplied or claimed.

Receipts for reimbursement must be legible and must include the following information:

A. Original official receipt- The original receipt must have the logo or seal of the service provider. This receipt must contain the provider's name, address, phone number and specialty.
B. National provider identifier (NPI) number, employer identification number and state license number.
C. Complete name of member.
D. Contract number of member.
E. Date of service (month / day / year).
F. Code and description of the service received. If the receipt is for more than one service, each service must be detailed. Laboratory receipts must specify all lab tests conducted to the patient.
G. Enter the code and description of diagnosis (number that identifies the diagnostic - ICD-10) and description of the diagnosis.
H. Indicate the paid cost of each detailed service.
I. The receipt must indicate the tooth or the workpiece **(only applies to dental)**.
J. Include the side of the workpiece. Each surface has a separate fee **(only applies to dental)**.
K. The Clinical Trial application must be accompanied by the following documents:
    1. Letter of acceptance of the enrollee to the clinical trial.
    2. Explanation of Medicare payment to the provider (Medicare Summary Notice).

Note: Individual cash receipts, canceled checks, receipts for money orders, personal breakdowns and invoices indicating only "Balance Due" are not acceptable.

Forms that do not contain the requested information may delay the processing of your refund or be returned to you. You can send the completed form(s) by mail to:

MCS Advantage, Inc.
Attention: Claims Department
PO Box 191720
San Juan, PR 00919-1720

You can also deliver in person to: MCS Plaza, Suite 105. If you have any questions regarding how to complete this form or any related questions, please contact our Service Call Center for members at 787-620-2530 (metro area) or 1-866-627-8183 (toll-free). For TTY, you can call 1-866-627-8182 from Monday through Sunday from 8:00 a.m. to 8:00 p.m. from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday 8:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:30 p.m.

II. CONFIDENTIALITY NOTE

Once completed, this formulary contains privileged and confidential, and/or protected health information (PHI) or electronic protected health information (ePHI), and may be subject to protection under the law, including HIPAA. This communication is intended for the sole use of the individual or entity to whom it is addressed. If you are not the intended recipient, be advised that any use, disclosure, distribution, copying, or action taken in reliance on the contents of this communication is strictly prohibited. If you have received this information in error, please notify the sender immediately and arrange for its return.

III. FRAUD NOTICE

In agreement with the dispositions of Act 230 of August 9th, 2008, we warn you that Article 27.250 of the Code of Insurances of Puerto Rico arranges for the following: "Any person who knowingly and with the intention to defraud present false information in an insurance request or, present, help or make present a fraudulent complaint for the payment of a loss or benefit, or present more than one claim for the same damage or loss, will incur in serious crime and if convicted, sanctioned by each violation with a fine no smaller than $5,000.00 dollars, nor greater of $10,000.00 dollars or imprisonment by a fixed term of three (3) years, or both rulings. If aggravating circumstances mediate, the fines established could be increased up to a maximum of five (5) years; if extenuating circumstances mediate, it could be reduced a minimum of two (2) years."

IV. COORDINATION OF BENEFITS INFORMATION

If you or any of your dependents are covered by another health insurance, please provide the information requested in Section B OTHER PLAN INFORMATION (COORDINATION OF BENEFITS).

If you submit for reimbursement charges for services or supplies that have been partially paid or denied by other health insurance, including Medicare, you must include the Explanation of Benefits of the other insurance or Medicare and a copy of the denial letter, with detailed invoices of the services or supplies.

V. RELEASE OF INFORMATION

By joining this Medicare health plan, I acknowledge that MCS Classicare will release my information to Medicare and other plans, if necessary, for treatment, payment and health care operations. I also acknowledge that MCS Classicare will release my information, including my prescription drug event data, to Medicare, which may release it for research and other purposes which follow all applicable federal statutes and regulations. The information on this reimbursement form is correct to the best of my knowledge.

MCS Classicare is an HMO plan offered by MCS Advantage, Inc. MCS Advantage, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

MCS Classicare (HMO)

Notice of availability of language assistance services and auxiliary aids and services

English: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-866-627-8183 (TTY 1-866-627-8182).

Español: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se encuentran disponibles de forma gratuita ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-866-627-8183 (TTY 1-866-627-8182).

Chinese: 如果您會說中文，我們可以為您提供免費語言幫助服務。也免費提供適當的輔助工具和服務，以無障礙格式提供資訊。請撥打 1-866-627-8183 (TTY 1-866-627-8182) 。

Tagalog: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyo sa tulong sa wika. Ang naaangkop na mga pantulong na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format ay makukuha rin nang walang bayad. Tumawag sa 1-866-627-8183 (TTY 1-866-627-8182).

French: Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-866-627-8183 (TTY 1-866-627-8182).

Vietnamese: Nếu bạn nói tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Các hỗ trợ và dịch vụ phụ trợ phù hợp để cung cấp thông tin ở định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi 1-866-627-8183 (TTY 1-866-627-8182).

German: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Auch entsprechende Hilfsmittel und Services zur Bereitstellung von Informationen in barrierefreien Formaten stehen kostenlos zur Verfügung. Rufen Sie 1-866-627-8183 (TTY 1-866-627-8182) an.

Korean: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 접근 가능한 형식으로 정보를 제공하는 적절한 보조 지원 및 서비스도 무료로 제공됩니다. 1-866-627-8183 (TTY 1-866-627-8182) 로 전화하세요.

Russian: Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по номеру 1-866-627-8183 (TTY 1-866-627-8182).

Arabic: إذا كنت تتحدث العربية ، فإن خدمات المساعدة اللغوية المجانية متاحة لك. المساعدات والخدمات المساعدات تتوفر بالرقم اتصل .مجانًا إليها الوصول يمكن بتنسيقات المعلومات لتوفير المناسبة 1-866-627-8183 (TTY 1-866-627-8182).

Italian: Se parli italiano, sono a tua disposizione servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi adeguati per fornire informazioni in formati accessibili. Chiama il numero 1-866-627-8183 (TTY 1-866-627-8182).

Portuguese: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Também estão disponíveis gratuitamente ajudas e serviços auxiliares adequados para fornecer informações em formatos acessíveis. Ligue para 1-866-627-8183 (TTY 1-866-627-8182)**.**

French Creole: Si w pale kreyòl franse, sèvis asistans lang gratis disponib pou ou. Èd ak sèvis oksilyè apwopriye pou bay enfòmasyon nan fòma aksesib yo disponib tou gratis. Rele 1-866-627-8183 (TTY 1-866-627-8182).

Polish: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Odpowiednie pomoce pomocnicze i usługi umożliwiające dostarczanie informacji w przystępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-866-627-8183 (TTY 1-866-627-8182).

Hindi: यदि आप हिंदी बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं आपके लिए उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक एड्स और सेवाएं भी नि: शुल्क उपलब्ध हैं। कॉल 1-866-627-8183 (TTY 1-866-627-8182).

Japanese: 日本語を話せる場合は、無料の言語支援サービスをご利用いただけます。アクセシブルな形式で情報を提供するための適切な補助援助やサービスも無料で利用できます。 1-866-627-8183 (TTY 1-866-627-8182) に電話します。