

How to file a claim: Enjoy the ease of our no-paperwork claim filing.

Taking care of your medical bills is easy with an AARP® Medicare Supplement Plan, from UnitedHealthcare.

Generally, when you receive medical care, your doctors and hospitals file Medicare claims for you. Then your AARP Medicare Supplement Plan pays your doctor directly if you've assigned the claim. Medicare sends an Explanation of Medicare Benefits (EOMB) to you and you'll also receive an Explanation of Benefits (EOB) from UnitedHealthcare.

Claim filing is easier than ever because at UnitedHealthcare, we use Automatic Claim Filing (ACF) for claims processed by your Medicare Part B carrier. That means when you see your doctor, your Medicare Part B claims are automatically sent to UnitedHealthcare.

Here's how it works:

For Part B Eligible Expenses

1. Medicare sends you an Explanation of Medicare Benefits (EOMB), showing their Part B eligible expenses. **Do not** send these to UnitedHealthcare.
2. A message at the bottom of your EOMB tells you that your claim information was forwarded to your insurer.
3. UnitedHealthcare will send you an Explanation of Benefits to explain what action was taken on your claim.

If there's no message on your EOMB and the services are for outpatient hospital services billed from a facility and you've assigned the claim, the facility should submit the claim to UnitedHealthcare. If the claim is not submitted by the facility, mail your claim to UnitedHealthcare at the address to the right.

For Non-Part B Expenses

For claims other than those that are Part B eligible (for example, if you are in a hospital), the facility will generally send the claims to UnitedHealthcare. If not, please include your name, address, and insured membership number on all of the documents you're filing. You can find your membership number on your health insurance card and at the front of this package. Mail your claims to:

UnitedHealthcare
Claim Division
PO BOX 1878
Southampton, PA 18966-9998

If you have any questions or need specific claim filing instructions, please call UnitedHealthcare toll-free at **1-800-523-5800** (para español: **1-800-822-0246**), TTY 711.

AARP established the AARP Insurance Plan, a trust, to hold the master group insurance policies. The plans are insured by UnitedHealthcare Insurance Company and affiliates (collectively "UnitedHealthcare"), not by AARP or its affiliates. Please contact UnitedHealthcare if you have questions about your policy, including any limitations and exclusions.

Premiums are collected from you by the Trust. These premiums are paid to the insurance company for your insurance coverage, a percentage is used to pay expenses, benefiting the insureds, and incurred by the Trust in connection with the insurance programs. At the direction of UnitedHealthcare, a portion of the premium is paid as a royalty to AARP and used for the general purposes of AARP. Income earned from the investment of premiums while on deposit with the Trust is paid to AARP and used for the general purposes of AARP.

Participants are issued certificates of insurance by UnitedHealthcare under the master group insurance policy. The benefits of participating in an insurance program carrying the AARP name are solely the right to receive the insurance coverage and ancillary services provided by the program.