

Have you received an unexpected out-of-network medical bill?

Learn how to submit a request for reimbursement for unexpected out-of-network expenses

The HealthSelectSM Medicare Advantage plan website is designed to help you get the most out of managing your health plan information. Unlike most PPO plans, with this plan, you pay the same share of cost in and out-of-network as long as the provider participates in the Medicare Program and accepts the plan. However, there may be times when you incur unexpected out-of-network expenses, and this information may help with reimbursement.



Two ways to submit a reimbursement request

- Online
- By mail



Important to know

- This form is only for out-of-network claims
- The services or supplies must be from a provider that is eligible to participate in Medicare
- You need to submit a separate claim form for each provider
- Completing this form does not guarantee reimbursement



How to submit a request online

- 1 From the home page of **HealthSelect-MAPPO.com**, click on **Forms and Resources** at the top right
- 2 Scroll down, and under **Have you received an unexpected out-of-network medical bill?**, click on **Submit a request online** and follow the instructions



How to submit a request by mail

You can call to request a form be mailed to you. Call toll-free **(855) 853-0453**, (TTY: **711**), 7 a.m. – 7 p.m. CT, Monday – Friday, 7 a.m. – 3 p.m. Saturday.

Or follow these steps to print and mail the form:

- 1 To print a request form, on the home page of **HealthSelect-MAPPO.com**, click on **Forms and Resources** at the top right
- 2 Scroll down, and under **Have you received an unexpected out-of-network medical bill?**, select **Submit a request by mail**
- 3 You will be able to download, print and complete the form and mail it in



Please note

If a request is denied, the member will receive a Notice of Denial of Payment (NDP).

Have questions or need help? Call us.



Call toll-free **(855) 853-0453**, (TTY: **711**),
7 a.m. – 7 p.m. CT, Monday – Friday,
7 a.m. – 3 p.m. CT, Saturday

Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information.

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