

**WARTBURG COLLEGE
ACCIDENT & SICKNESS CLAIM PROCEDURE INSTRUCTIONS
MARKEL/PIONEER INS COMPANY**

NOTE - The single most important piece to the claims process is to include an ITEMIZED STATEMENT from the provider that includes the specific medical codes for the procedures you experienced. Providers call this the HCFA or UB92 form and you need to send this page in with your Markel claim form.

Markel WILL NOT pay a claim without this information - just a bill from the provider will not suffice.

1. When being seen by a Doctor's office/ER/Urgent Care you only need to show them your Wartburg Insurance Card and explain the need for an ITEMIZED STATEMENT (Described above). Some providers will not have this ITEMIZED STATEMENT at the time of your visit - they may have to mail it to you. This may take 3-4 weeks to receive in the mail.
*NOTE - Markel will pay the provider directly unless you provide a PAID RECEIPT with your claim.
2. If you get a prescription for medicine:
 - a. You need to pay for the medicine yourself when you pick it up at the Pharmacy.
 - b. Then attach the receipt from the Pharmacy to the same claim form that you filled out for that injury/sickness.
3. Send or fax the claim form to the address in the upper right hand corner of the claim form. Keep a copy for your records.
4. If the claim form is sent in correctly - you should receive a check from Markel/Pioneer for your Doctor's visit within a month or so.
5. If you also sent in a receipt from a Pharmacy with your claim form, you will be sent another check for the amount of the prescription.
 - c. This check is yours to keep, since you have already paid for the prescription when you picked up the medicine at the Pharmacy.*
6. Make sure to include your e-mail address at the bottom of the claim form so you can be contacted if questions arise.
7. Page 2 of the claim form is ONLY needed for Accident treatment or if you are admitted to the hospital

If you have any questions about your claim or the claim process, you can call Amy Wilson or Jim Willis at 1st Insurance Services in Waverly at 319-352-2880 - or stop by their office (300 E Bremer) or stop by the Health Center (x8436) on the Wartburg Campus and ask for assistance.