

## FREQUENTLY ASKED QUESTIONS

1. Where can I get a claim form?

Claim forms are available online at [www.mmc-ins.com](http://www.mmc-ins.com) in the bottom "FORMS" Section or you can request one to be sent to you via email or fax by calling us at 1-800-510-2097.

2. Does the Hospital / Doctor file my claim, and do I leave the claim form with the Provider?

The injured student's parents are responsible for ensuring the claim form, detailed bills and Explanations of Benefits from other insurance carriers are sent into the claims department for processing in a timely manner. The fax number and address is on the front of the claim form.

3. What if I have other insurance?

Voluntary coverage (if purchased) pays first, personal health insurance pays second, and Medicaid/CHIP plans pay last.

4. How long do I have to seek treatment and submit a claim?

Each claimant must seek treatment from a licensed physician within 90 days of the date of the accident. The claim form must be submitted within that time frame, also. The sooner the better on both treatment and claim filing.

5. Where do I find a list of participating network doctors and facilities?

If the parents have a family insurance plan, they should use the network recommended by that plan. If not, they should use the services of a MultiPlan Network provider. You may also check the MultiPlan website for providers at: <http://www.multiplan.com/search/search-2.cfm?originator=84451>

6. Who do I call to check the status of a claim?

You can call WebTPA at 877-563-7492 and select option 4 for claim status

7. Is there a deductible with this policy? No

8. Does the school insurance cover everything?

The school accident insurance is a benefit provided by your school district, and is meant to supplement personal health insurance. It has internal policy limits, and was not intended to cover every injury or expense.

For example: the **School Time Plan** covers students during school hours  
the **24 Hour Plan** covers students 24 hours a day, 365 days a year