

## DEDUCTIBLE AND REPAIR REIMBURSEMENT CLAIMS PROCESS

- ✓ Claims are initiated by the Customer and there are no requirements of Agency staff
- ✓ Process is simple, fast & efficient with payment made directly to the Customer

### STEP 1

#### INITIATE CLAIM

Member initiates online using tablet/phone/computer

[assuranceplus.com/claims](http://assuranceplus.com/claims) or calls **877-296-4892**

\*\*Portal is always open. Claims Admin available Monday – Friday 8am-8pm ET

### STEP 2

#### SUBMIT DOCUMENTS

If using the portal, in real time the Member is emailed Claim Form which can be digitally signed and lists the required documents to support the claim. This Claim Form along with the other required supporting documents can immediately be uploaded to the portal. If the Member called, mailed, emailed or faxed to initiate the claim, the claim form is sent to them however the Member requests.

### STEP 3

#### ADJUDICATION

Claims are reviewed and approved, incomplete, or do not qualify. Members with incomplete claims are sent a letter outlining what is still needed. Members who initiate online can go to the portal at anytime to see claims status or upload additional documentation.

### STEP 4

#### PAYMENT

Claims are reviewed within 7 business days. If the claim is approved, payment is issued.

**PAYMENT OPTIONS:**

**“QUICK PAY” OPTION-** Customer receives payment via ACH directly into their account within 24-48 hours of approval.

**STANDARD PAYMENT OPTION-** Check sent to Customer within 7 business days of claim approval.

## REQUIRED DOCUMENTS

Refer to the Claim Form for the list of documents required to process your claim.

Please have your APG # accessible during the Claims Process.

**For all other benefits, please call 877-296-4892, and they will send all necessary documents.**