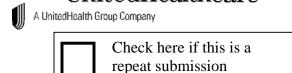
## **International Claims Transmittal**

-1	UnitedHealthcare
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## Return this form with the original medical bill or claim form via mail to:

UnitedHealth Group International Claims PO Box 740817 Atlanta, GA 30374

*Please complete all sections of this transmittal form*. Claims *may* be delayed if all sections of this form are not completed. However, this does not guarantee that additional information will not be requested from you to process the claim. You will be advised in writing should additional information be required.

* Each patient * F	Please complete a new of Each inpatient hospital stay	& separate claim transmittal form for:  * Each different healthcare provider	* Each currency type		
Each patient 1	Each inpatient nospital stay	Lacii different neartheare provider	Each currency type		
Section 1 – Member & Patie	ent Information				
Check one: I am an Expa	triate or retiree living abroad I am traveling internationa	I am traveling international lly for business, however, live in the U.S.	ly for pleasure.		
Group Name		Group Policy #			
Member Name		Member id #			
Patient Name		Patient Relationship			
Patient Date of Birth		Member Phone #			
Member's Return Correspondence Address	Street Town/city Area postal code Region Country				
In which country did the treat	ment take place?				
What type of currency is the b	oill submitted in?				
What is the total amount of th					
Please check the type of service  Office visit  Inpatient hospital car  Inpatient surgery  Outpatient surgery  Emergency room vis  Lab or X-ray service  Prescription drugs co  Medical supplies  Other_	re it	A brief explanation of the purpose of your provider visit; including services rendered procedures performed:			
Section 2 – Healthcare Provider Contact Information					
Name of Healthcare Provide	r				
Name of facility or hospital					
Address Street					

Name of Healthcare Provider	
Name of facility or hospital	
Address	Street Town/city Area postal code Region Country
Telephone number (including 2-digit country code)	
Fax number (if available)	

## **International Claims Transmittal**



## Section 3 – Important Information for Submitting Your Medical Claim

- *Faxing* Illegible faxes received in our mailroom will be returned to you via the fax number used to send the document to us. Therefore, when faxing correspondence to us, please make sure you use a fax machine where you can also receive correspondence.
- Submitting original documents is always helpful in expediting the processing of your claim. When possible, send the original claim, itemized bill, and medical records. This is especially helpful for inpatient hospital bills.
- If possible, ask the provider of service to write the bill in English and convert the currency to U.S. Dollars.
- If the provider of service is not able to present the bill or claim in English and U.S. Dollars, do not perform the translation or currency exchange yourself. United Healthcare will provide these services for you.
- Remember that all plan-filing rules apply to international claims. Submit your claims as soon as possible after treatment is rendered.
- If payment is to be issued to you, please submit a proof of payment. A cancelled check, cash receipt, charge receipt, or handwritten receipt from the medical provider is acceptable.
- If you have a U.S. address for the receipt of mail, please make sure that your employer is aware of this address so they may supply it to us for the mailing of your check and/or explanation of benefits.
- International bills can be more complicated than a regular U.S. bill due to language and currency conversion and/or the receipt of additional information required to process the claim. As a result, it may take longer to process your claim.
- Your international claim payment information is available on www.myuhc.com. Please use this as a resource when checking the status of your claim.
- If a reasonable amount of time has passed, and after checking www.myuhc.com for the status of your claim, you still have questions regarding the status or payment of your claim, please call the Member Services number on the back of your ID card.

Note for non-medical or non-UHC claims (ie: Dental, Medco Rx, etc.) – this is not the process for submitting your international bill. Please contact the Member Services number located on the applicable member id card.