

A Reference for Filing Medical Claims



The majority of providers will file your medical claims electronically; however, there may be a need to file a medical claim manually.

How do I file my medical claim?

Mail the following to the Claims Submission address on your ID card:

1. The original medical billing statement received from your provider, showing receipt of payment for services provided.

The medical bill should include:

- Diagnosis code(s)
- Procedure code(s) [CPT Code(s)]
- Provider Tax Identification Number
- Date(s) of service
- Billed charge for each procedure code (if more than one)

2. Include both your Starmark® group ID number (XX12345X) and member ID number. (Refer to your ID card.)

Retain a copy of the medical billing statement for your records. Starmark will then send you an Explanation of Benefits (EOB) along with a reimbursement check, if applicable.

If you need assistance contact Starmark Customer Service at 800.522.1246, ext. 26300.

The Starmark website has resources and tools to help you manage your health plan benefits.

- View your benefits
- Print temporary ID cards
- See current-year and prior-year claims
- Search for in-network providers
- View your current health benefit plan documents
- Access plan-specific flyers via My StarmarkSM
- Learn to maximize cost savings using Ways to Save
- Use our suite of health and wellness tools, including the HealthCenter

Plan design availability and/or coverage may vary by state.

Self-funded plans are administered by Starmark, and stop-loss insurance coverage is provided by Trustmark Life Insurance Company.



Starmark® administers self-funded health benefit plans, offering extensive plan design choices, exceptional personal service and nationwide provider access.

Starmark – The leader in self-funding for small groups.

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