Medical, Wellness, and Vision Claim Information

How to file your medical, wellness, and vision claim

Total Scholastic Solutions (TSS) must receive claims within 180 days of treatment to be eligible for reimbursement of covered expenses. Claim forms should be submitted only when the medical service provider does not bill TSS directly and when you have out-of-pocket expenses to submit for reimbursement.

Claims Filing

The best way to file your claim is through your account in the Member Portal. Log into the **Member Portal,** select **"Medical Claim Form,"** and follow the instructions to complete the form. After submitting the claim, you will receive a claim reference number, and an electronic receipt for the claim will be emailed to you.

If you are unable to submit your claim electronically, you can email, fax, or mail your completed claim form ("Medical, Wellness, and Vision Claim Form", Pages 2 through 4) and copies of supporting documentation.

Submit claims by:

- **Email**: eclaims@tssassist.com
- **Fax**: +1.949.271.2330
- **Mail**: Total Scholastic Solutions
  PO Box 211008, Eagan, MN 55121

Claim Reimbursement Options:

- **Electronic Direct Deposit** for members where the receiving bank is located in the US.
- **Wire Transfer** for members and overseas providers where the receiving bank is located outside of the US.
- **Check** sent to member or provider where electronic payment is not possible.

Status of Claims

Members can check the status of the claims online by logging on to the **Member Portal.** Questions about a particular claim or claim reimbursement can be emailed to our Customer Service department at **customerservice@tssassist.com.** Inquiries regarding the status of past claims must be received within 12 months of the date of service to be considered for review.

Claim Appeal

If you disagree with the outcome of a processed claim, you may submit an appeal. Completed an Appeal Form available at the **Member Portal** and supporting documents to:

- **Email**: customerservice@tssassist.com
- **Fax**: +1.949.271.2330
- **Mail**: Total Scholastic Solutions
  ATTN: Appeals Department
  PO Box 211008, Eagan, MN 55121

Medical, Wellness, and Vision Claim Form

This claim form is to be used only if your provider did not file Claims directly with TSS Assist on your behalf. Return this form along with **itemized bills, diagnosis, and receipts.** TSS must receive claims within 180 days after first day of treatment.

Please send the completed claim form and supporting documents to TSS Assist:

- **Online claims submission:** https://memberlogin.tssadminsolutions.com/#/Login
- **Submit:** eclaims@tssassist.com / **Inquiries:** customerservice@tssassist.com
- **Mail:** PO Box 211008, Eagan, MN 55121
- **Fax:** +1.949.271.2330

A. PRIMARY INSURED INFORMATION	
Name (Last, First, MI):	
Policy #:	Member ID #:
Date of Birth: (DD/MMM/YYYY, i.e., 23/NOV/1988)	Employer (if applicable):
Address:	
Postal Code:	Country:
Phone:	Fax:
Email:	

B. PATIENT INFORMATION	
Name (Last, First, MI):	☐ Patient: ☐ Dependent Spouse ☐ Dependent Child
Date of Birth (DD/MMM/YYYY):	
Address:	
Postal Code:	Country:

C. CLAIM INFORMATION
Date illness/injury occurred (DD/MMM/YYYY):
Is this claim for Maternity treatment? ☐ Yes ☐ No If yes, Delivery Date:_____
Describe problem, symptom or complaint:
Physician's Diagnosis/Results of your visit:
Has diagnosis/treatment for same condition or related condition been given previously? If so, provide dates, results, kind of treatment, prescribed drugs, name of doctor/facility:

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Treatment resulting from:

a. The patient's occupation? ☐ Yes ☐ No

b. An automobile accident? ☐ Yes ☐ No

c. Any type of accident? ☐ Yes ☐ No

If yes to any of the above, please provide date and details of accident:

Is this patient also covered by:

a. Other Group Medical/Dental plan(s)? ☐ Yes ☐ No

b. Medicare / other Government Agency? ☐ Yes ☐ No

c. No-fault auto carrier? ☐ Yes ☐ No

If yes to any of the above, please provide:

Name of Carrier: Policy number of other source:

Carrier Address:

PHYSICIAN / FACILITY INFORMATION

Physician/Facility/Provider Name:	
Address:	
Postal Code:	Country:
Phone:	Email:

RECEIPTS (In order to receive payment, please attach receipts and list treatments and/or prescribed drugs and the charges for each below)

Date of Service (DD/MMM/YYYY)	Description of each Service/Prescription Drug	Cost	Currency
	Total amount paid by Patient:		
	Total unpaid balance still due to Provider:		

D. REIMBURSEMENT METHOD	
Please reimburse: ☐ Primary Insured ☐ Provider (Payment by check)	
REIMBURSEMENT METHOD: Request preferred method of reimbursement below.	
☐ Check to Primary Insured's Address, as listed in PRIMARY INSURED INFORMATION section.	
☐ Check to other Mailing Address:	
☐ Send by Electronic Direct Deposit (U.S. banks only) or Wire Transfer (non-U.S. banks)	
Bank Name:	
Name on Account:	
Account #/IBAN:	
Routing #/ABA # (for Electronic Direct Deposit):	
SWIFT code (for Wire Transfer):	
Bank Address (for Wire Transfer):	

E. AUTHORIZATION

Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may be subject to civil penalties.

The above answers are true and correct to the best of my knowledge. I authorize any physician, medical institution, pharmacy, insurance company, employer, labor union, or association to release information to Total Scholastic Solutions as required to properly pay all benefits, if any due to me, my spouse, or any other dependents. A photocopy of this authorization shall be considered effective and valid as the original.

Insured Person	
Name:	Date:
Signature: By typing my name on this form, I am signing electronically and this electronic signature is the legal equivalent of my manual, handwritten signature.	

Privacy Notice

The Total Scholastic Solutions group of companies includes brokering and management companies, as well as assistance and administration companies. We respect your privacy, and we are all committed to protecting your personal information.

Our privacy policy tells you about your privacy rights and how the law protects you. This includes information on how we collect and then process your personal information. Our privacy policy is located on our website at www.totalscholasticsolutions.com/privacy-policy and we would advise you to read the policy so you understand your rights and your personal data use by the TSS Group.