

IMPORTANT NEW INFORMATION  
... ABOUT YOUR ACCIDENT INSURANCE BENEFITS

**HOW TO SUBMIT HOSPITAL AND PHYSICIAN CLAIMS**

In the absence of a medical emergency, your primary contact for treatment should be the Student Health Service or Athletic Trainer for advisement on treatment.

You must submit a completed claim form for any benefits to be paid. Claim forms can be obtained online at <http://info.visit-aci.com/LACCD>, or by going to the Student Health Service or Athletic Department. Be sure to complete the form in its entirety for each accident.

**Important:** You must receive treatment within 90 days of your accident and your first report of the injury should be to your Student Health Service or Athletic Trainer for advisement on treatment.

After you have seen a health care professional, if other insurance exists, the itemized claim must be submitted to the other insurer for payment before sending it to Administrative Concepts, Inc to be processed under the accident policy.

In order to ensure we receive complete claim information, we suggest providers submit standardized billing statements (called "UB-04" for hospital charges and/or a "CMS-1500" for physician charges) after any other medical coverage plan pays. Make sure you obtain a copy of the medical bills for your records. You will receive an explanation of benefits (EOB) from your other insurance plan that shows the amount you are responsible for. Attach a copy of the EOB statement to the itemized bill and mail it to Administrative Concepts, Inc. Unless proof of payment is submitted with the medical bill (a copy of the check, paid receipt, credit card statement, etc...) claim payment is sent directly to the medical providers.

If you receive correspondence from the claim office, please respond promptly. Failure to do so will result in a delay in claim payment.

After your claim is processed, you will receive an explanation of benefits (EOB) from Administrative Concepts, Inc that shows payment or denial of your claim.

**CLAIM STATUS**

To obtain claim status, contact Administrative Concepts, Inc at 855-760-9862. Please have your ID card available when calling.

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**Los Angeles Community College District  
Accident Benefits**

**QBE North America**  
**Effective:** 8/1/2019  
**Policy #:** EHH000100



**Student Name:** \_\_\_\_\_

**Referred To:** \_\_\_\_\_

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**MAIL CLAIMS TO:** ADMINISTRATIVE CONCEPTS, INC.  
994 OLD EAGLE SCHOOL ROAD, SUITE 1005  
WAYNE, PA 19087-1802 PH: 855-760-9862  
**EDI PAYOR ID# 22384**

**ONLINE CLAIM STATUS:** [WWW.VISIT-ACI.COM](http://WWW.VISIT-ACI.COM)

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