

Huron-Erie School Employee Insurance Association

Claim Issues Checklist of Required Items

If you, or a dependent, have a Medical Mutual (MMO) or Medco (prescription drug) claim issue, please submit your written inquiry to your District Treasurer's Office. **It is imperative that your inquiry include the following information:**

- Member must first contact MMO customer service (1-800-382-5729). Be sure to keep track of dates and times of these calls, as well as to whom you spoke.
- Employee name, employee social security number, patient name, patient relationship to employee, date(s) of service, provider name and billed amount(s).
- A copy of the most recent provider (doctor or hospital) billing statement that includes an itemization of charges, dates of service, procedure and diagnosis code. If you do not have this information, contact your provider and ask them to send it to you.
- A copy of any and all Explanation of Benefits (EOBs) specific to the claim in question.
- A note or letter from you, or the patient, explaining the problem and outlining what has transpired to date, including dates you contacted MMO customer service, who you spoke with and the outcome.
- Any other pertinent information that will assist in expediting payment of your claim.

Once you have **all** of the above information, send it to your District's Treasurer's Office. This information will allow MMO to work effectively to resolve your claim issue.

NOTE: Requests containing incomplete information will not be processed.