



In most instances, Optima Health providers handle claims filing for members.

There are some instances when a member may need to file a medical claim. Examples include:

- Emergency or urgent care services received out of the service area
- Members with out-of-network benefits who receive routine services from non-participating providers

In instances where a member needs to file, Optima Health requires the following information:

- Member Name
- Member ID Number
- Treatment Sheets
- Itemized Bills containing Provider's Tax ID Number, CPT Codes, and Diagnosis Codes
- Receipts of Payment

Note: Since most members will not have to file a claim, Optima Health does not have a specific claim form.

To file a claim, send the information noted above to:

Medical Claims  
P.O. Box 5028  
Troy, MI 48007-5028

Note: Optima Health has a timely filing limit for claim submission. Claims must be received within 365 from date of service.