

MEMBER CLAIMS FILING PROCESS

Getting your claims filed with CNIC is as easy as 1, 2, 3! If you visited a normal, “brick-and-mortar” physician or facility that is **IN NETWORK**, you don’t need to do anything! Your provider will file the claim with CNIC on your behalf. If, however, you visit a **non-network** provider, you can follow the below steps to ensure your deductible and FSA/HRA (if applicable) are credited properly:

1

- **File your claim with CNIC Health Solutions by doing one of the following:**
 - Upload your receipt at www.cnichs.com – follow online instructions
 - Mail claim form with receipt to CNIC Health Solutions: P.O. Box 3559, Englewood, CO 80155
 - Fax claim form with receipt to 303-749-1184

2

- **You will receive an Explanation of Benefits (EOB) from CNIC**

3

- **CNIC will upload your EOB information to Connect Your Care and this information will be applied to your Health Reimbursement Account (HRA) or Flexible Spending Account (FSA), if available.**

That’s it! Your claim will be credited to your deductible and/or out-of-pocket maximum. You can verify your annual benefits using the website at www.cnichs.com

AMERICAN WELL (TeleMedicine) CLAIM PROCESS

Getting your claims filed with CNIC is as easy as 1-2-3-4! If you visited a normal, “brick-and-mortar” physician or facility that is **IN NETWORK**, you don’t need to do anything! Your provider will file the claim with CNIC on your behalf. If, however, you elect to use St. Vrain’s new “**TeleMedicine**” service through **American Well**, simply follow the below steps to ensure your deductible and FSA/HRA (if applicable) are credited properly:

1

- While you’re on the phone with the telephonic provider, you will be asked to pay the \$49 copay via a credit or debit card. Your receipt will be emailed to you.

2

- **File your claim with CNIC Health Solutions by doing one of the following:**
 - Upload your receipt at www.cnichs.com – follow online instructions
 - Mail claim form with receipt to CNIC Health Solutions: P.O. Box 3559, Englewood, CO 80155
 - Fax claim form with receipt to 303-749-1184

3

- You will receive an Explanation of Benefits (EOB) from CNIC

4

- CNIC will upload your EOB information to Connect Your Care and this information will be applied to your Health Reimbursement Account (HRA) or Flexible Spending Account (FSA), if available.

That’s it! Your claim will be credited to your deductible and/or out-of-pocket maximum. You can verify your annual benefits using the website at www.cnichs.com