

# Get reimbursed for out-of-network services

Did you know you can get reimbursed for medical services received by an out-of-network provider?

As a Moda Health member, you can submit your paid receipts and get reimbursed for out-of-network services. Just follow the instructions below to submit your receipts. If the reimbursement request is approved, Moda Health will send a check for the amount to the mailing address we have on file for you.

## For member reimbursement

Mail receipt(s) to:

PO Box 40384, Portland, OR 97240-0384

Email with an attached copy of your receipt(s) to:

medical@modahealth.com.

Please be sure to include the following information\*:

- Patient's name, identification number and group ID number
- Date of treatment
- Diagnosis
- An itemized receipt of charges from the provider and proof that you paid for the service(s) in full

*\* If the treatment is for an accidental injury, include a statement explaining the date, time, place and circumstances of the accident when you send us the physician or professional provider's bill.*

## Questions?

We're here to help. For questions about direct reimbursement, please call our customer service team at 888-445-7413, en español at 888-786-7461 (TTY users, dial 711).

