

Claim Filing Instructions

The most efficient way to file your claim is on-line at the following secure URL:

<https://portal.acitpa.com/ConvexTravel>

On the site, you can complete the form information and upload the supporting documentation for your claim.

If you choose to send your claim information by mail, fax or email:

Mail to: ACI
P.O. Box 4000
Collegeville, PA 19426-9000
Fax: 610-293-9299
Email: claims@acitpa.com

Provider's can also easily submit documentation electronically by Payor ID: 22384

Helpful Information for Expediting Payment:

- Complete Claim Information - ACI suggests providers submit standardized billing statements ("UB-04" for hospital charges and "CMS-1500" for Physician Charges).
- Proof of Payment — Check copy of payment, Cash Receipt, or Credit Card Statement
- Payment to Medical Providers — Unless Proof of Payment is submitted with the medical bill claim payment is sent directly to the medical providers.
- Other Insurance - If a primary insurance carrier paid a portion of your claims include the Explanation of Benefits (EOBs) with your claim submission.

Any questions, please contact our ACI Team:

Customer Service (Toll-Free): (888) 283-6463

Email: claims@acitpa.com

Hours of Operation: 8am — 8pm EST, Monday through Friday

Pharmacy questions, contact Express Scripts:

Customer Service: (800) 400-0136

Browser: <http://express-scripts.com>

To fill a prescription, please go to an In-Network pharmacy and provide the ID card.
Coinsurance and/or Copay applies for each 30-day supply.