

# IMA Financial Group Member Claim Submission Process

## How to Submit a Medical Claim

If you need to submit a claim for reimbursement, you have two options:

### Option 1: Mail Your Claim to Anthem

1. Complete the Anthem Member Claim Form in full.
2. Attach all required documentation:
  - Itemized bill(s) from your provider
  - Proof of payment (if applicable)
3. Make a copy of everything for your records.
4. Mail your completed claim form and documents to the address below:

Anthem Blue Cross  
P.O.Box 60007  
Los Angeles, CA 90060-0007

### Option 2: Submit Your Claim by Email

1. Complete the Anthem Member Claim Form in full.
2. Attach all required documentation:
  - Itemized bill(s) from your provider
  - Proof of payment (if applicable)
3. Scan or take clear photos of all documents.
4. Email the completed form and attachments to: [IMAMemberClaims@ameriben.com](mailto:IMAMemberClaims@ameriben.com)

### The following items must be listed clearly on the claim form:

- Correct member identification number on the claim form
- CPT Code
- Diagnosis code
- NPI number (provider name or facility name and address)
- Date of Service
- Itemized bill
- Place of service
- Tax identification number (EIN)
- When submitting claims for multiple dates of service from the same provider, include no more than three dates of service per claim form. If there are more than three dates of service, complete and submit an additional claim form.



## How to use this form

Dear Member:

Usually, all providers of health care will bill us for services to you and your enrolled dependents. This is the preferred procedure. You are not bothered with claim forms and we often need more details than are ordinarily provided on bills to patients.

Sometimes, a physician or an ambulance company may not bill us, for example, they may send the bill directly to you. In either instance, we have no way of knowing about your claim. This Medical Claim Form was developed to notify us of any covered health service for which we have not already been billed. Please read the following instructions about how to report Health Care Services.

We are happy to serve you.

### Section 1: Patient information

Use this section to identify the patient.

### Section 2: Subscriber information (on Anthem ID card)

Use this section to identify the subscriber. Some of this information may be found on your Anthem Blue Cross and Blue Shield card.

### Section 3: Medical information

**Health care services:** Use this section to report any COVERED health service that has not already been reported to this Anthem Blue Cross and Blue Shield plan by the provider of service (the physician, clinical, ambulance company, private duty nurse, etc.) **Attach itemized bill or photocopy.** Please be sure that duplicate bills are not submitted.

### Medical Claim Form instructions:

Please send claims to:

Anthem Blue Cross and Blue Shield  
P.O. Box 105187  
Atlanta, GA 30348-5187

**If you have questions or need any assistance, please call the number listed on your Member ID card.**