UCEAP UNIVERSITY OF CALIFORNIA
EDUCATION ABROAD PROGRAM

How to Submit an Accident/Sickness Claim
Guide for Students

Accident/Sickness claims can be submitted several ways:

Online   https://secure.visit-aci.com/uceapclaim/

by Email   intlassist@acitpa.com

by Fax   1-610-293-9299

by Mail   Administrative Concepts Inc.
                994 Old Eagle School Rd, Suite 1005
                Wayne, PA 19087-1802

To submit a sickness or accident claim online:

Step 1. Prepare supporting documents.

a. Scan all receipts, paid invoices, and other supporting documentation. Multiple expenses for the same sickness or accident (ex. treatment and prescriptions) can be submitted as one claim.

HINT - There are free 'Scanner' apps that turn a picture taken with your cell phone into a 'scanned' document.

b. Save all supporting documents on the computer/device that you will use to submit the online claim.

Step 2. Create a new claim

a. Go to the UCEAP claim website https://secure.visit-aci.com/uceapclaim/

b. Fill in all **Personal Information**.

c. Select either 'Accident' or 'Sickness/Pregnancy'.

HINT - If the claim is for treatment or medication for a pre-existing condition, select 'Sickness/Pregnancy.'

> You cannot use the online system if you are submitting a non-medical claim (personal property, etc.).
> You must follow the process for *How to Submit a Claim for Personal Property or Trip Cancellation*.

d. Fill in all **Claim Information** as best you can.

e. Click 'Review Claim Form'. Review the accuracy of the information. Any eligible reimbursement will be sent as a check in U.S. dollars to the address on the claim form. The return address will show *Administrative Concepts, Inc*. Electronic deposits are not currently available.

f. Click the checkboxes after reviewing the **Terms and Conditions**, and pay special attention to the notice to California Residents:

> *"Any person who knowingly presents false or fraudulent claim for payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison."*

g. Click 'Submit Claim Form'.

Step 3.   Download a PDF copy of your claim

a. Note the Claim Form ID # provided on this screen and/or download and a PDF copy of your claim.

b. If you choose to submit your supporting documents by email, fax or mail (instead of uploading them), be sure to include a copy of your submitted claim form –or– notate your online 'Claim Form #' on each supporting document and indicate that you are a UCEAP student.

Step 4.   Upload supporting documents

a. Click the button 'Upload Supporting Claim Documents.'

b. Choose the first supporting document from your computer/device that you prepared in **Step 1**.

c. Write a comment describing what the document is.

d. Click 'Upload File'.

e. If the upload was successful, it will appear in a list of documents associated with the claim. There will also be a message in green font that says 'Upload Complete.'

f. If you are done uploading documents, you can close the browser window or tab, and then click 'Logout' on the Claim Form Summary screen.

g. If you have more documents to upload, repeat **Step 4** for each. If you have special circumstances you would like the insurance company to consider, you can write them by hand and upload the letter as a supporting document.

Step 5.   Monitor claim status

When you submit the claim, you will receive an automated email message confirming that your claim has been received. The Claim Form # will be included in the message, but it will be called 'Transaction #'.

- You should expect it to take 3 – 4 weeks for the claim to be processed.
- If ACI needs additional information or documentation, they will contact you by email. The email will come through ACI's secure e-mail system. The email you receive will prompt you to create an account and password before you can see the email content. *You will have to do this in order to view the message they have for you.*

Several factors can affect the claim-processing timeframe, including the volume of claims submitted, the need for additional documents from you or the medical provider, etc. If you wish to check on the status of your claim, wait for three weeks. Then do one of the following:

Contact ACI Member services directly

Contact ACI for assistance by email at intlassist@acitpa.com or by calling 1-888-293-9229 (within the US) or 1-610-293-9229 (outside the US) and selecting the option for 'Member Services'.

Create an online account with ACI

a. Go to https://secure.visit-aci.com/

b. Click 'Insured Login'

c. If you have previously created an online account with ACI, login as a 'Returning Visitor'. Otherwise, complete the 'New Web User' profile to create an account.

- Member ID Number is your UC campus ID number.
- Policy Number is ADDN04834823 (where '0' is a zero)
- Enter all required information to complete setup.

 If you have difficulty creating an online account, contact ACI by email or phone.

d. Once your account is created you can select the current enrollment period from the drop-down list and then click the 'Claims' button to see the status of claims in process.

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If you don't see the claim in the system, it may have not been transferred from the UCEAP Claim portal to ACI's claims management system. Contact ACI by phone or e-mail to confirm that your claim was received.

To submit a claim via mail, fax or email:

Step 1. Print, complete and sign the [Accident/Illness Claim Form](#): Multiple expenses for the same sickness or accident (ex. treatment and prescriptions) can be submitted as one claim.

Here are some tips:

1.	Member ID#	Write your UC campus Student ID#
2.	Home Address	Any eligible reimbursement will be mailed to the address written in the Home Address fields (when you pay up front).
3.	Date sickness began	If the claim is for treatment or medication for a pre-existing condition, you can write 'ongoing treatment' or 'medication refill' in the 'Date of sickness' field. Otherwise, write the date you first noticed symptoms of the current sickness.
4.	Nature of sickness	Write the condition being treated.
5.	Pregnancy	Write 'N/A' if not relevant.
6.	Same or similar condition?	Yes/No – answer your best estimate for a) and b)
7.	Treated in Health Service?	This is pre-filled to 'No'
8.	Were you referred?	This is pre-filled to 'No' and UCEAP

Step 2. Prepare supporting documentation and submit claim

a. Scan or make copies of your completed, signed claim form and all receipts, invoices, and other supporting documentation. Multiple expenses for the same sickness or accident (ex. treatment and prescriptions) can be submitted with one claim form.

HINT - *There are free 'Scanner' apps that turn a picture taken with your cell phone into a 'scanned' document.*

b. To submit the claim via **mail**, send the originals to the following address (write the post-mark date on your copy):

    Administrative Concepts Inc.
    994 Old Eagle School Rd, STE 1005
    Wayne, PA 19087-1802

c. To submit the claim via **fax***,* send to 1+610-293-9299 and keep your 'send verification' along with the documents you faxed.

d. To submit the claim via **email**,

    i.   Attach all scanned docs to an email addressed to intlassist@acitpa.com

    ii.   In the 'Subject' line, write 'UCEAP' and your first and last name and indicate the type of claim you are submitting. *Example:* 'UCEAP – Maria Delgado – SICKNESS CLAIM'.

    iii.   Keep a record of all documents that were attached and the date the email was sent.

If you have questions about the claim process or the status of a submitted claim, contact ACI by email at intlassist@acitpa.com or by phone 1-888-293-9229 (in the US) or 1-610-293-9229 (outside the US) [Select '2' for 'Member Services']. It may take 3 - 5 business days to receive a reply to an email inquiry.