

How to Receive Reimbursements and Payments

Telehealth – at the beginning of each month, I will be sent a list of who used the EZCareMED app during the previous month. I will then compile a list of “first-time” users for Juneau who will then print off an accounts payable check in the amount of \$50. Once the checks are cut, you will receive an email and then given the choice to either come pick up the check here at the district office or have it sent over to your building location where you can then pick it up in that office.

\$100 Dental reimbursement: First you will need to obtain documentation from your dentist office that includes, patient’s name and address, the service that was received, date of that service, and name and address of the provider. Scan and email it to memberservice@mhc.coop In the subject line put “Dental Reimbursement.” In your email be sure to include your full name and your Mountain Health COOP Member ID. You should receive an email confirming your information was received and then a check in the mail within three to four weeks. If you do not want to email it, you can also fax it to 801-281-6121. Be sure to put “Attn: Member Reimbursement.” They do prefer emails if possible. I can certainly help you out if you want to bring the documentation to my office.

\$60 Vision reimbursement: Again, you will need to obtain documentation that includes, patient’s name and address, the service that was received, date of that service, and name and address of the provider. Scan and email it to memberservice@mhc.coop In the subject line put “Vision Reimbursement.” In your email include your full name and your Mountain Health COOP Member ID. You should receive an email back confirming your information was received and then a check in the mail within three to four weeks. If you do not want to email it, you can also fax it to 801-281-6121. Be sure to put “Attn: Member Reimbursement.” Again, I can help you out if you want to bring the documentation to my office.

\$500 Deductible Reimbursement: (Reminder, this is only for new services that have been received since you began the coverage with Mountain Health COOP.) To get reimbursed you will need to email your EOB (explanation of benefits) to Hailey at Ballard insurance at hailey@ballardins.com, or fax it to her at 208-356-7501. On the 1st and 15th of each month, Hailey will submit to me what has been turned in to her. Once she has submitted this information to the School District, you will be reimbursed with an accounts payable check from the district. You will have until **March 1st** of the following year to submit for reimbursement. If it is not submitted by the deadline, the School District will have no obligation to pay the reimbursement.

\$20 Copay Reimbursements: To get reimbursed you will need to email your EOB (explanation of benefits) to Hailey at Ballard insurance at hailey@ballardins.com, or fax it to her at 208-356-7501. On the 1st and 15th of each month, Hailey will submit to me what has been turned in to her. Once she has submitted this information to the School District, you will be reimbursed with an accounts payable check from the district. You will have until **March 1st** of the following year to submit for your copay reimbursements. If it is not submitted by the deadline, the School District will have no obligation to pay the reimbursements.