

How to Submit a Claim

In the event of a medical emergency, you should always call 9-1-1 and request emergency assistance. The first responders who arrive will evaluate the situation and determine whether an ambulance is needed and, if so, the best method (by ground or air) to transport you and which hospital or other medical facility is the most appropriate for your needed level of care.

Within one-hundred and eighty (180) days of date of service, follow the steps below to submit your claim:

Step 1: Receive your Explanation of Benefits (EOB) or service invoice

After you're discharged from the hospital, you'll likely receive an invoice from the ambulance provider, an Explanation of Benefits (EOB) from your health insurance company, or both. These documents typically outline the services you received, the charges for those services, the portion covered by your health plan, and any amount you may be responsible for paying. Depending on your health plan, your out-of-pocket costs may include your deductible, copayments, coinsurance (up to your plan's maximum out-of-pocket limit), and any expenses that aren't covered or are considered out-of-network.

Step 2: Submit your Claim to EVACU

Once you receive your Explanation of Benefits (EOB) or service invoice, you're ready to submit your claim. You can submit your claim by using any of the following methods:

- **MyPortal:** Submitting through MyPortal, at myportal.evacu.com, is the fastest and easiest option. Simply log in and select Claims from the navigation menu, then click New Claim. You'll be asked to enter basic claim details, including the date of service, service provider, and claim amount, and upload a copy of your EOB or service invoice. After submission, your claim will appear in your Claims dashboard with a status of Submitted.
- **Email:** You may also submit your claim by email, to claims@evacu.com. Be sure to attach a copy of your EOB or service invoice. Claims submitted by email are typically processed and visible in MyPortal within 2 to 3 business days.
- **Postal Mail:** If you prefer, you can submit your claim by mail, to **EVACU, Attn: Claims Department, PO Box 981, Mansfield, TX 76063**. Include a copy of your EOB or service invoice with your mailing. Claims submitted by mail generally take 5 to 7 business days to be processed and appear in MyPortal.

If you are submitting a claim on behalf of a spouse or dependent child, make sure they have been added as a covered dependent to your plan.

Step 3: Review the outcome of your Claim submission on MyPortal

Once your claim has been submitted, our team will review the information and supporting documentation provided. Claim determinations are made within 30 to 90 days of receiving all required documentation; however, most claims are completed much sooner. You can track the progress of your claim, including any status updates or handling notes, at any time through MyPortal.