



## VANTAGECARE RHS REIMBURSEMENT REQUEST INSTRUCTIONS

Meritain is pleased to be your VantageCare RHS third party administrator. To help you submit reimbursement requests, please follow the instructions below.

### How to File a VantageCare RHS Benefit Reimbursement Request

*Note: Meritain processes reimbursements each business day.*

Supporting documentation must be provided for each expense. Supporting documentation includes: Explanation of Benefits, Premium Notices, Receipts or Itemized Bills. All documentation must include patient name, date(s) of service, service provided, insurance payment if applicable and total patient out of pocket amount.

**Mail:** Complete the VantageCare RHS Benefits Reimbursement Request form. Attach supporting documentation to the completed, signed, and dated form and mail it to Meritain Health.

**Send it to:** VantageCare RHS Plan  
C/O Meritain Health  
PO Box 30136  
Lansing MI 48909-7611

**Fax:** Complete the VantageCare RHS Benefits Reimbursement Request form and fax it along with the supporting documentation to 888-665-8495.

**Online Claims Submission:** Complete the online Claims Entry Submission Form (see next page for online RHS claim submission instructions), print the confirmation page and use that page instead of the Reimbursement Request form. Attach supporting documentation and either fax or mail to Meritain Health.

### Customer Service

**Reimbursement inquiries:** Whenever you have a question or need information concerning your reimbursement requests, call Meritain at 888 587-9441.

**Web site:** You may also check the status of your reimbursement requests online at [www.icmarc.org](http://www.icmarc.org). (See next page for ICMA-RC website instructions)

**Balance inquiries:** If you have questions about your VantageCare RHS account balance, call ICMA-RC at 800 669-7400.