



Manual Claims

Congratulations on your new Benefit with NBS! We look forward to serving you!

With your NBS benefit, paying out of pocket for your qualified medical expenses does not have to be inconvenient. Our simple processes and fast claims adjudication means you can file within seconds and may receive your reimbursement in as little as 3 business days.

Methods of Filing

- **Your Personal Online Account** – log into your NBS Benefits account, where you can file the claim online.
- **Your Mobile App** – once you have established an online account, the same user name and password grants you access to our mobile app. Filing a manual claim is as easy as taking a picture of your EOB or receipt, filling in a few details about the transactions, and submitting the claim.
- **Email** – you may complete and sign a manual claim form, then email it to us at service@nbsbenefits.com.
- **Fax** – you may complete and sign a manual claim form, then fax it to us at (844) 438-1496.
- **Postal Service** – you may complete and sign a manual claim form, then send it to us at NBS Claims, PO Box 6980, West Jordan, UT 84084.

Manual forms need to be completed in accordance with the instructions on the top of the form. The form must be itemized, signed, and accompanied by the appropriate supporting documentation. If manual claim forms are received incomplete or without proper documentation, we will contact you to request necessary items and your reimbursement will be delayed.

Claim reimbursements are processed daily and will be completed within 2 business days of receipt. Please allow 5-7 business days to receive your reimbursement check. To receive your funds faster, sign up for direct deposit through your online account.

If you have questions regarding your Benefit or claim reimbursement, please contact our Service Center to speak with a Customer Representative.

Thank you and Welcome!