MCSIG
municipalities • colleges • schools
insurance group

A step-by-step guide for members

Medical Claim Reimbursement

When a member sees a medical provider or has a medical procedure, they present the primary medical plan ID, then present the CompleteCare ID Card.

Most times the provider will accept the CompleteCare ID Card. Members will owe nothing up front and do not need to submit a claim. Catilize Health® is billed by, and sends the payment to, the provider, ER, or hospital

In some situations, the provider is not able to accept the CompleteCare ID Card. The member will pay for any co-pay, co-insurance, or deductible due. An Explanation of Benefits (EOB) is provided by primary medical plan.

The member submits the EOB and claim amount to Catilize Health® via portal.catilize.com. **OR** The member submits the EOB and a completed Claim form to Catilize Health® via mail, fax, or secure email.

Catilize Health® processes claims and issues reimbursement within 2 -3 weeks from when the member submitted the documents covering the out-of-pocket expenses.

The true out-of-pocket cost is $0

Catilize Health®

2605 Nicholson Road, Suite 1140

Sewickley, PA.15143

© Catilize Health®. All rights reserved

https://britehr.app/MCSIG

Phone: 877-872-4232

Toll Free Fax: 877-599-3724

Memberservices@catilizehealth.com

Hours: 8.30am-8.00pm EST

MCSIG
municipalities • colleges • schools
insurance group

Pharmacy Claim Reimbursement

When a member visits a Pharmacy and picks up a prescription, they present the primary medical plan ID, then present the CompleteCare ID Card.

Most times the Pharmacy will accept the CompleteCare ID Card. Members will owe nothing up front, and do not need to submit a claim.

In some situations, the Pharmacy is not able to process the CompleteCare ID Card. Members will pay for any prescription cost due.

The member submits the Pharmacy tab, EOB, or Pharmacy Print-Out and claim amount to Catilize Health® via portal.catilize.com. **OR** The member submits the Pharmacy tab, EOB or Pharmacy print-out and a completed Claim form to Catilize Health® via mail, fax, or secure email.

Catilize Health® processes claims and issues reimbursement within 2 -3 weeks from when the member submitted the documents covering the out-of-pocket expenses.

Preimium Reimbursement

If eligible, you may receive a reimbursement up to pre-set monthly maximums for the difference in premium costs if the alternate coverage premium cost is more expensive.

The premium difference amount will conveniently appear in your paycheck as taxable income.

An up-to-date paystub showing the cost and frequency of the premium paid for alternate coverage is required periodically.

Catilize Health®

2605 Nicholson Road, Suite 1140
Sewickley, PA 15143

© Catilize Health®, All rights reserved

https://britehr.app/MCSIG

Phone: 877-872-4232
Toll Free Fax: 877-599-3724
Memberservices@catilizehealth.com
Hours: 8.30am-8.00pm ET