# Paper Claims – Coordination of Benefits

[Process](#_Toc143066483)

[Related Documents](#_Toc143066484)

**Description:** Instructions on how to process reimbursement claims where there is more than one insurance provider for the member.

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| Process |

 This process **does not apply to FEP or MED D.**

Follow the steps below:

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| **Step** | **Action** |
| **1** | Review the CIF.  **Note:**  Refer to Coordination of Benefits (COB) Claims in the Paper Claims section of the CIF. If the plan does not allow this type of paper claim, the member will not be able to file for reimbursement. |
| **2** | **Member will need to:**   1. Submit a standard Prescription Reimbursement Claim Form (refer to [Paper Claim Research (Submissions, Locating, Rejections, and Reimbursements (059668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729) OR [Compass – Paper Claim Submission Job Aid (058275)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ef66046d-494d-4892-9e2a-5bc437966f95) and include an Explanation of Benefits from the primary insurer. 2. Mail to our Mail Order pharmacy address listed on the form for reimbursement consideration.   **Note:** Write “COB” on the Claim Form under the patient information section. |

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| Related Documents |

[Paper Claim Index (042914)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f72603c-4632-4e85-8d97-16cb51a3be1f)

[PeopleSafe Paper Claim Submission](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cb07dab-eeef-4ae1-85fc-d153ca009cbc) (042385)for addresses

[Customer Care Abbreviations, Definitions and Term Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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