

How to File MEDlink® Series Insurance Claims

Instructions for the Insured

Using Your ID Card

Always present your ID card, in conjunction with your major medical ID card, to your medical provider so they may file your claim and accept the assignment of benefits.

Need your ID card? Register or log in to the Online Service Center (OSC) at secured.ampublic.com to download and print ID cards, file claims and more.

All claims should be submitted to:

American Public Life Phone: 1-800-256-8606
PO Box 248950 Fax: 1-877-365-9423
Oklahoma City, OK 73124-8950 www.ampublic.com

To check claim status or view EOBs register at:



Payer ID: 60801

Insured: **JOHN SMITH**
Coverage: **INDIVIDUAL**
Policy/Cert. #: **1122334**
Group #: **21212**
Effective Date: **3/1/2019**
Plan: **MEDLINK W/BENEFIT ASSIGNMENT**

Filing a Claim Manually

1 Online
Register or log in to
secured.ampublic.com
and click "Start Your Claim"

2 Mail
APL Claims
P.O. Box 248950
Oklahoma City, OK 73124-8950

3 Fax
877-365-9423

Documents to File a Claim

Find claim forms on ampublic.com under "Claims & Forms." Select the MEDlink® form from the list of products, then click "download."

- ♦ Complete the Statement of Insured (Sections A through B) as applicable to your claim.
- ♦ Completing Section D is not required; however, completing this section will reduce delays in processing should we need to request additional information regarding your claim.

The following documents must accompany the completed Statement of Insured for benefit consideration:

- ♦ An itemized bill with diagnosis from the provider
- ♦ The explanation of benefits (EOB) from the primary insurance carrier showing the amounts, if any, applied toward the deductibles, copayments and/or coinsurances for the charges listed on the itemized bill.
- ♦ Your signature is required for benefit consideration.

Documentation must be submitted for benefit consideration

Questions?
We're Here to Help!

Call 800-256-8606 today!

Underwritten by American Public Life Insurance Company. This product may have limitations and exclusions.
This product is inappropriate for people who are eligible for Medicaid coverage.

