



**March 1-August 31, 2020 ONLY**

**How to Submit Claims to Wellfleet Insurance for Reimbursement (Students)**

If you have paid for medical or counseling services out-of-pocket, here are the steps to fill a claim for reimbursement. This is only if you want the insurance company to pay you directly, not the provider.

1. Your provider should have provided you with a statement that includes the procedure and diagnostic codes needed for insurance billing and indicates that you paid in full (receipt of payment).
2. Fill out the Wellfleet Claim form.
3. Send the statement/invoice from your provider, the claim form and a letter that includes your name, insurance ID# and instructions for the insurance company to reimburse you directly to [customerservice@wellfleetinsurance.com](mailto:customerservice@wellfleetinsurance.com) or mail to:

Wellfleet

PO Box 15369

Springfield, MA 01115-5369

4. Optional: Check your mailing address online. Your reimbursement check will be sent to the address Wellfleet has for you (for most students, this is your Juilliard mail box). It takes several weeks to process claims, so make sure your address is where you want the check to go. You must change it online if you want the reimbursement sent elsewhere.