On-line claims submission for services with a non-UBH Provider:

2. On the left side of the screen you will see a section titled, "Members Log On".
3. Type in 10730 in the box to the right of the words, "Access Code". Press Enter.
4. The TSRI Member Page will appear. On the left side of the page, you will see a menu.
5. Click on the bottom (yellow) option "Go to Self Service Area". The Self Service Area Page will appear.
6. Beneath the words, "Self Service Area", click on the words "Enter Self Service".
7. The Member Transactions Login Page will appear.
8. If this is your 1st time using Self Service/Member Transactions, you need to register by clicking on the words, "Register Now", which are located on the right half of the page. The Member Information Page will appear.
   a. Fill in the information requested and click on "I Agree".
   b. You will then be asked for a User Name and Password.
9. If you are already registered, on the left half of the page, log in by entering your User Name and Password,
   then click on the "Login" button.
10. The Member Transactions Page will appear. From this page you may submit a claim, check claim status,
    update your profile or reset your password.
11. To submit a claim, click on "Submit a Claim".
12. The Submit a Claim Page will appear. Click on "Begin Claim Submission Process".
13. Follow the 6 steps for claims submission:
    Step 1 - Fill in insured's (employee's) name, contact phone # and select patient. Press continue.
    Step 2 - Click the appropriate option indicating whether the patient is covered by another insurance plan (for coordination of benefits, if applicable). Press continue.
    Step 3 - Fill in the non-UBH provider's name and Tax Identification #, or Social Security #. Press continue.
    Step 4 - Fill in the clinician's license type, address and phone #. Press continue.
    Step 5 - Fill in the information regarding services provided:
    Date of service
    Service location (office, etc.)
    Service procedure code (individual therapy, medication management, etc.)
    Diagnosis code
    Charge (full amount provider billed you)
    # of services
    Click on the "add" button if you wish to continue submitting claims for multiple services.
    Confirm if reimbursement should be mailed to you, the insured (if you have already paid the provider), or if UBH should pay your provider directly. Press continue.
    Step 6 - Review the claim summary on the screen. Edit if necessary. If correct, press the button, "Send this claim"
    A screen will appear that will show successful submission of the claim and provide a claim confirmation #.
Log Off (top right of screen)