

How do I file a claim for my GAP plan?

Insured Instructions

You have two options for filing a GAP plan claim!



Present Your ID Card to the Provider

At the time of service, be sure to hand the provider both your medical ID card (primary) **and** your GAP plan ID card (secondary).

This will allow the provider to file the claim for you by following the instructions on the ID card and accepting the assignment of benefits, the same way they would with any “secondary” insurance coverage.



Submit a Claim Directly to the GAP Administrator

If for any reason the provider cannot submit the claim for you, you have the option of submitting a claim directly to the GAP plan administrator.

You will generally need certain information and documents from your provider, such as an explanation of benefits (EOB) or an itemized bill, to complete the claim submission.



Detailed Instructions from Your Administrator

The Loomis Company

A member can file a GAP claim (in the event the provider cannot or will not file a claim) by sending Loomis the primary Explanation of Benefits (EOB), the Itemized Bill and any additional major medical claim information. If the documents being submitted do not include the provider's address and contact information, a member should include that information in their submission to help expedite the claims processing. A claim form is not required.

Members can either mail in a claim or submit it through Loomis's Employee Portal.

Mail Your Claims to:

The Loomis Company
PO Box 7011
Reading, PA 19612-3668

Submit via Loomis Portal:

Visit www.loomislive.com to Log In
Click "Submit a Claim" Under Quick Links
Attach Items/Info Listed Above

Once this information is received, Loomis will process the claim to determine benefits to be paid. You may be contacted if additional information is required. And a final GAP Explanation of Benefits will be sent to you.

For Benefits and Eligibility, the member or providers can contact Loomis Customer Service at 866-340-7184.

For additional information or to check the status of a claim, visit: www.loomislive.com
Need further assistance? Call 866-340-7184 to speak with a Customer Service representative.