IMPORTANT:
Vendor Claims Submission Form

iLIFE has improved the way vendors can submit their claims. We encourage you to submit claims using the new online submission form. This form is now available to upload your claims by visiting:
https://ecm.mcfi.net/Forms/vendorclaims

Q: Why should I use the online vendor claims submission form?

A: These are some reasons why:

- ✓ It's the quickest way to get your claims processed.
- ✓ It's easy to use.
- ✓ Upload pictures of your claim directly from your mobile device or computer.
- ✓ Instantly receive a confirmation email with SubmissionID when you submit claims, which can be used whenever you need to inquire with iLIFE about its status.
- ✓ The form is user-friendly and allows submission within minutes.
- ✓ It's paperless!

Q: What is a Vendor ID?

A: iLIFE gives each vendor a designated Vendor ID, which is typically a four or five-digit number. If you do not have your Vendor ID, please call Customer Service at 888-800-5599 or email us at IRIS@iLIFE.org.

Q: Can I use my mobile device to submit claims?

A: Yes. You can take a picture of the claim and upload it directly from your phone.

Q: What types of documents am I able to upload?

A: The acceptable document types are PDF (.pdf) and image files (.jpg, .tiff, .tif, .jpeg, .png).

Q: What if my claim is not an acceptable document type, like Microsoft Word (.doc) or Excel (.xls)?

A: If you submit an unacceptable file format, you will receive an error message. For the claim to be uploaded, please follow the PDF conversion steps below:

- Many of the Microsoft document formats can be converted to PDF (.pdf), depending on the version of your Microsoft software.
- Look for a Print to PDF option by opening the document and selecting: File > Printer = Microsoft Print to PDF.

P.O. Box 80439 | Milwaukee, WI 53208 | Phone: 1-888-800-5599 | Fax: 1-414-918-4463
Email: IRIS.Vendor@iLIFE.org | Website: iLIFE.org

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Q: How will I know you received my submission?

A: You will receive an automated email at the email address you provided on the form. This email provides you with a SubmissionID and confirms your claim was received at iLIFE. Please retain the SubmissionID for future reference and be sure to share this ID when reaching out to iLIFE to inquire about a claim.

Q: What if I do not receive the email with SubmissionID?

A: This means that it did not go through. Reasons for this could be an incorrect file format or the system was down briefly for maintenance. In the rare occasion that you do not receive an email with a SubmissionID, please resubmit the claim in an acceptable file format.

Q: How many claims can I submit at one time?

A: The online form will allow you to upload and submit up to 50 claims at one time. Note that you will receive one SubmissionID for each batch of claims uploaded.

Q: Is there a size limit for uploading a claim(s)?

A: Each individual claim that you upload must be less than 5 MB.

Q: How do I access the online form?

A: Bookmark this link to your favorites: https://ecm.mcfi.net/Forms/vendorclaims.

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