

Vendor Claims Tips

Tips for filing vendor claims for IRIS

HOW TO COMPLETE

- Every claim must include:
 - Participant name (First Name & Last Name)
 - Provider Name (the vendor name)
 - Provider Address
 - Service Code (including modifiers)
 - Service Dates (From and To)
 - Description of services
 - Rate
 - Units
- Although all other fields are optional, it is better to include as much information as you can (to prevent payment delays).
- If service dates span across calendar months, put each month on a different service line.

CORRECTING COMMON PROBLEMS

- **Missing required information** – Resubmit your claim with corrections. Missing details will be noted on the pending problem letter.
- **Lack of documentation** – Resubmit your claim with the missing documentation attached. Missing details will be noted on the pending problem letter.
- **Vendor name change** – Submit a new, complete Vendor Start-up Packet.
- **Problems with service authorization** (service code, service dates, rate or unit) – Contact the Participant or the Participant's IRIS Consultant to have the plan updated.

SPECIAL CIRCUMSTANCES

- If your address is the same as the Participant's address and you are submitting a claim for mileage, you must attach a mileage log to your claim.

HOW TO SUBMIT

Because it provides a record of your submission, we recommend that all claims be submitted via email to IRIS.Claims@iLIFE.org. Claims may be submitted via:

- **Email:** IRIS.Claims@iLIFE.org
- **Fax:** 1-414-918-8213
- **Mail:** PO Box 91760, Milwaukee, WI 53209

IMPORTANT: If submitting supporting documentation with your claim, only submit copies of your documents. Always keep the originals for your records.

If you need additional direction or assistance, please call iLIFE at 1-888-800-5599.



Need a Form? Go to www.iLIFE.org.