New Era
Life Insurance Companies
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U65 Policyholder Portal How to Series

Submitting a Claim via Quick Request

MEM.U65.HOWTOPORTALSERIES.SUBMITCLAIMS 2.29.2024

What's Quick Request?

Quick Request is a feature within your Policyholder Portal that allows you to submit various requests and documents directly to us.

Please Note: There have been no changes to the process by which providers submit claims.

Steps to submit a claim via Quick Request

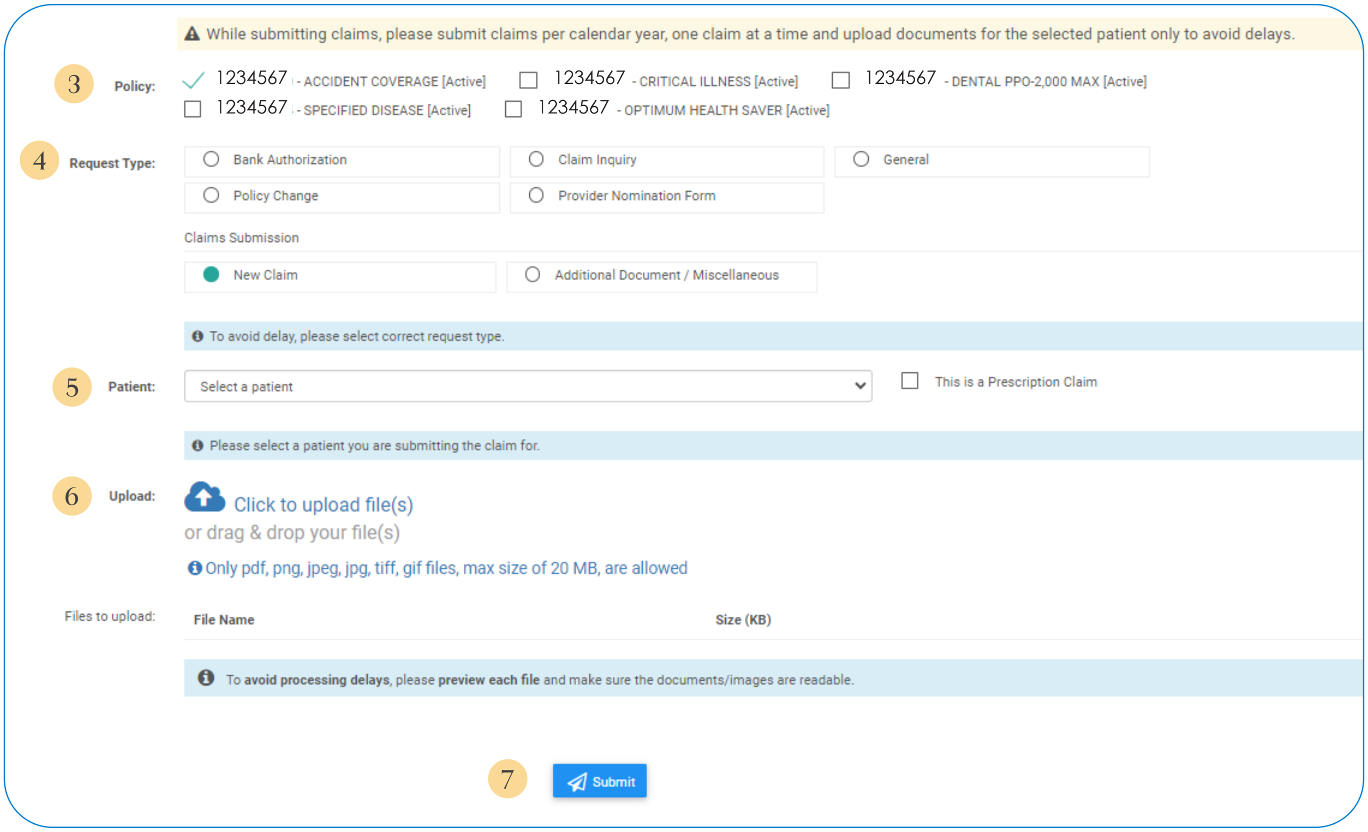
1. Login to your Policyholder Portal
2. From the *Main Navigation* menu, select *Quick Request*
3. In the *Policy* section, select the policy for which you are filing a claim
4. For *Request Type*, select *New Claim*
5. From the *Patient* drop down, select the policyholder you are filing a claim for
6. Select *Click to upload file(s)* to upload applicable document(s)

Important Note
To ensure a smooth claims process, please submit claims with the following rules in mind:

- One policyholder per claim
- Per calendar year
- One claim at a time

7. Select *Submit*

And just like that, your claim submission is complete!



What to expect after submission…

- ✓ If we need any additional documentation to process your claim, we will notify you.
- ✓ Once processed, you can view your Explanation of Benefits (EOB) in your Policyholder Portal.
- ✓ We'll mail your claims check for eligible benefits to the address on file. **Please note: If you assigned your benefits to your provider, your claims check for eligible benefits will be mailed to your provider instead.**
- ✓ If your claim is not payable, the reason will be listed on your EOB as a remark code. Please review this area as we may not have received all documentation needed for processing.