



HOW TO SUBMIT A CLAIM

For Reimbursement of Teledermatology Services

GATHER ALL DOCUMENTS FOR SUBMISSION



When your treatment plan is ready, download the Patient Reimbursement Request Form and your visit receipt from the portal.

Your carrier needs your patient reimbursement request form and visit receipt to process your reimbursement.

SUBMIT IN A TIMELY MANNER



You can submit your claim by fax or mail, depending on your carrier.

Carriers have varying timelines. You may not be reimbursed if you miss the deadline. If you have questions, contact your benefits coordinator or carrier. If you are a Medicare beneficiary, you may call 1-800-MEDICARE.

DO NOT DOUBLE DIP



FSA/HSA or Reimbursement - not both.

You may not submit your claim to your insurance company if you have used a flex spending account or health savings account to pay for your visit.

REIMBURSEMENT IS NOT GUARANTEED



Please check with your insurance plan to determine your specific level of coverage.

There is no guarantee of reimbursement by your medical insurance plan of the telemedicine dermatology services provided through our platform.