



## UCEAP INSURANCE CLAIMS PROCESS

Guide for Students

### To Submit a Claim Form

There are four ways to submit a claim form to ACI, claims adjustors: online, email, fax or mail.

- **By Mail** \*

Administrative Concepts Inc.  
994 Old Eagle School Rd, Suite 1005  
Wayne, PA 19087-1802

- **By Fax** \*

1- 610-293-9299

- **By Email**

[claims@visit-aci.com](mailto:claims@visit-aci.com)

- **Online** (<http://www.visit-aci.com/>) \*

The online claim process is a two-step process:

1. Create an [online account with ACI](#) and submit a claim.

- A. Click on "Claim Status"
- B. Click on "Insured "
  - a. *If a new ACI online user*

On the right side of the page:

Enter Member ID Number (your UCID number) and Policy Number as shown on the insurance card. Enter all required information to set up a username and password. (Refer to 'Tips When Signing In' below). The insurance card is a card that students were instructed to print before departure and carry with them at all times. It can be found here: [http://eap.ucop.edu/Documents/Insurance/Insurance\\_Card.pdf](http://eap.ucop.edu/Documents/Insurance/Insurance_Card.pdf)

- b. *If a returning ACI online user*

On the left side of the page:

Enter username and password for an existing account.

### TIPS WHEN SIGNING IN:

- Member ID is your UCID number.
- The UCEAP policy number is ADDN04834823 (the only letters are ADDN, followed by a ZERO and the rest of the numbers).
- The complete policy number should be entered, letters included, all capitals no dashes or spaces.

Once logged in, on the left hand side of the page there is the option to submit a Claim Form

2. Submit your supporting documentation using one of the processes below.

### **To Submit Supporting Documentation**

There are three ways to submit supporting documentation: email, fax or mail.

All claim information including receipts, bills, and other claim supporting documentation can be submitted to ACI via one of the methods listed below:

- **By Mail**

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994 Old Eagle School Rd, Suite 1005  
Wayne, PA 19087-1802

- **By Fax**

1+610-293-9299

- **By Email**

Scan paid receipts/invoices and any other and other supporting documentation that clearly indicate that you have paid for services and email them as an attachment to the ACI: [claims@visit-aci.com](mailto:claims@visit-aci.com). Put your name in the subject line and mention that you are sending supporting documentation. Example: FIRST AND LAST NAME - SUPPORTING CLAIM DOCUMENTATION

**\*NOTE:** If you completed a hard-copy claim form, make sure that you use the correct form. See below.

- Illness/accident  
[http://eap.ucop.edu/Documents/Insurance/accident\\_sickness\\_insurance\\_claim\\_form.pdf](http://eap.ucop.edu/Documents/Insurance/accident_sickness_insurance_claim_form.pdf)
- Personal property  
[http://eap.ucop.edu/Documents/Insurance/personal\\_propterty\\_claim\\_form.pdf](http://eap.ucop.edu/Documents/Insurance/personal_propterty_claim_form.pdf)
- Trip cancellation/interruption  
[http://eap.ucop.edu/Documents/Insurance/Trip\\_Cancellation\\_Claim\\_Form.pdf](http://eap.ucop.edu/Documents/Insurance/Trip_Cancellation_Claim_Form.pdf)

*Do you have questions about the claim process or the status of a submitted claim?*

*Contact Administrative Concepts, Inc. at [claims@visit-aci.com](mailto:claims@visit-aci.com)*

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