

How to file a claim



When you visit your provider, they'll likely offer to file your claim for you. They might also ask that you pay your share of the cost at the time of your appointment. Either way, if you want them to file your claim, you'll need to show them your Medico insurance card. If your provider does not file on your behalf, you can submit your own claim by following these directions.

Vision and Hearing claim filing

Submit a provider's itemized statement or HCFA 1500 insurance claim form that includes:

- Name of patient
- Date(s) of service or date(s) hearing aids and/or glasses/contacts were purchased
- Provider's name, address, and tax identification number (TIN) or National Provider Identifier (NPI)
- Procedure codes (CPT/HCPCS) and billed amounts for services received

Include the following policyholder information:

- Insured's full name and address
- Medico Insurance Identification number (from your ID card)

Claims can be submitted via mail or fax.

Dental claim filing

Submit a provider's itemized statement or ADA Dental insurance claim form that includes:

- Name of patient
- Date(s) of service
- Provider's name, address, and tax identification number (TIN) or National Provider Identifier (NPI)
- Dental (ADA) procedure codes and billed amounts for services performed
- Tooth surface(s) and tooth number(s), arch, and quadrant

Include the following policyholder information:

- Insured's full name and address
- Medico Insurance Identification number (from your ID card)

Claims can be submitted via mail, fax, or electronically using the MyMedico mobile app.

We are here for you



Medico Customer Success

800-228-6080

Monday–Friday, 7:30 a.m.
to 5 p.m. Central time



Mobile: Manage your dental insurance on the go

With the free MyMedico mobile app, it's even easier to get the most out of your dental insurance benefits. Review your coverage, submit and check claims, view your ID card, find providers, and more, all with a few taps on your mobile device.

Learn more at
gomedico.com/mobile-app



Customer portal

With Medico's secure customer portal, you can safely and conveniently manage your insurance policy online. You'll have 24/7 access to your policy information, including the ability to check claims status, view payment history, print Explanations of Benefits and proof of insurance, order a replacement ID card, make a one-time credit card payment, and more.

Register today at
gomedico.com and have your policy number available. Click **Member Login** to get started.



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