

# Coordination of Benefits Questions and or claims questions

Selecthealth: [Member Services: 801-442-5038](tel:801-442-5038) or [1-800-538-5038](tel:1-800-538-5038)

In order to accurately determine the order in which benefits should be administered between one or more insurance carriers, the insurers require certain information. The COB provision included in a plan gives the right to obtain information, as well as provide information to other plans. SelectHealth does not need the consent of the member to do this. Each person claiming benefits under the plan shall give SelectHealth all information needed to process the claim, and may need to supply copies of bills and explanations of benefits.

Pertinent information should include:

- The name of the policy holder and dependents covered under that policy;  
Birthdates of the policy holders requiring about dependent children and which parents policy should be primary
- The name of the employer and the current status of employment (active, retired, disabled, COBRA coverage, etc.);
- The policy number, name of the entity providing coverage, benefit type, and existence of a coordination of benefits provision;
- Date the plan is effective/terminated.

HealthEquity Account Mentors

24 hours a day 7 days a week

866.346.5800 or email at [memberservices@healthequity.com](mailto:memberservices@healthequity.com)