“Where do I get the claim form?”

- The claim form can be downloaded from the Student Health Services at Loyola Marymount University website under “Accident/Injury Form” or at the end of the Reference Guide.

“IMPORTANT DEFINITIONS AND KEY TERMS CONTINUED”

- An itemized bill indicates the provider of service’s full name and mailing address, type of service, date of service, fee charged and diagnosis. Missing information will be requested from the medical service provider.

- To assure quick processing, please be sure that the bill and the insurance statements submitted are for the same item.

- Copies of any correspondence can/will be sent to those you identify as responsible.

- If any or all benefits are denied by other insurance, please provide a copy of the denial showing the reason charges were denied. (Include front and back of explanation of benefits when necessary.)

“Who do I contact for questions or assistance?”

A-G Administrators LLC
Claims Department
P.O. Box 21013
Eagan, MN 55121
610.933.4122 (Fax)
610.933.0800 (Phone)

“IMPORTANT DEFINITIONS AND KEY TERMS”

Medical Bills (Industry standard forms HCFA1500 or UB04)

- Attach itemized copies of all applicable bills, including those bills under any deductible your plan may have. Also, include those bills paid partially or in full by another insurance. Bills showing only “Balance forward” or “Balance due” are not sufficient.

“How do I get reimbursed for payments of services up front?”

- In order to receive reimbursement for expenses incurred related to valid claims, you will need to submit the following information to A-G:
  - Itemized bills (i.e. HCFA/UB)
  - Copies of payment receipts
  - Copy of canceled check or credit card transaction (please note that credit card numbers should be redacted)
  - The name and address of the person to whom reimbursement should be issued

“Explanation of Benefits (EOB) from the student’s primary insurance, if applicable”

- What is an EOB?
  EOB stands for Explanation of Benefits. This is a document produced by your medical insurance carrier that explains their response and action (whether it be payment, denial, or pending) to a medical claim processed on your behalf. Often, this item is requested if we are processing a claim for you and you have any other insurance. EOBs are necessary to properly adjudicate excess insurance benefits.

- What is a HCFA, UB04?
  An HCFA is a specific medical billing form that is utilized by physician and outpatient offices to bill medical charges to insurance carriers or Third Party Claim Administrators. A UB04 is also a specific billing form; however, they are utilized exclusively by hospitals and outpatient surgical facilities.
Welcome to Loyola Marymount University’s Excess Accident/Injury Medical Expense Plan administered by A-G Administrators LLC on behalf of QBE Insurance Corporation. Please take a few moments to read this brief overview of the policy details. Further information can be found on-line at [http://studentaffairs.lmu.edu/wellness/studenthealthservices/formsresources/](http://studentaffairs.lmu.edu/wellness/studenthealthservices/formsresources/)

This policy is designed to provide benefits as secondary, or excess, in coordination with your primary health plan. Please see the following schedule of benefits, frequently asked questions and instructions for submitting a claim. Additional terms, conditions and limitations also apply.

FREQUENTLY ASKED QUESTIONS

“What do I do if I am injured in an accident?”

If you are on campus and injured and it is an emergency, you should contact the Dept. of Public Safety at 310.338.2893.

If you are not on campus, call 911. For non-emergency medical problems due to accidental injury, you should seek medical care and may contact the Student Health Services at 310.338.2881 for an appointment if you are currently enrolled as a full time student.

If this is an intercollegiate sport related accident, notify the Athletic Training Department.

“What are the benefits of this plan?”

- If you suffer a covered accidental injury, the insurance plan will pay up to $150,000 per covered injury after your primary insurance benefits have been exhausted.

- If the eligible accidental injury is related to an intercollegiate athletic accident, the insurance plan will pay up to $90,000 per covered injury after your primary insurance benefits have been exhausted. The benefit period for this plan is two years from the date of injury.

“How do I file a claim?”

- A-G Administrators, Inc. (“A-G”) is the plan administrator for the Loyola Marymount University’s Secondary Injury Medical Expense Program. A-G is secondary to all other valid medical coverage held by the LMU students. All charges must be submitted to the student’s primary insurance carrier for processing, prior to any payments made by A-G on behalf of the student. To make payment for an outstanding charge on student’s claim, A-G must receive the following three pieces of information to be considered a valid claim.

Required Documentation

- Completed and signed claim form - Submitted from the student or LMU Athletics - see claim form at the end of the brochure.

- HCFA/UB Forms - Submitted from the student, primary insurance carrier or medical provider. For detailed information regarding HCFA and UB Forms please refer to the Important Definitions and Key Terms section of the brochure.

Explanation of Benefits - Submitted from the student primary medical insurance plan or their insurance company.

“Who is covered?”

All graduate and undergraduate students enrolled in 7 or more units who have purchased the policy.

“What is covered?”

THIS PROGRAM PROVIDES BENEFITS FOR SPECIFIC LOSSES FROM ACCIDENTS ONLY. IT DOES NOT PAY BENEFITS FOR SICKNESS. A Covered Accident means a sudden, unforeseeable, external event that results, directly and independently of all other causes, in an injury or loss that occurs while an eligible person is insured under the program; and is not contributed to by disease, sickness, or mental or bodily infirmity; and is not otherwise excluded under the terms of the Master Policy.

SCHEDULE OF BENEFITS

<table>
<thead>
<tr>
<th>Covered Medical Expense</th>
<th>Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>100%</td>
</tr>
<tr>
<td>Hospital Services</td>
<td>100%</td>
</tr>
<tr>
<td>Physician Services</td>
<td>100%</td>
</tr>
<tr>
<td>Outpatient Services</td>
<td>100%</td>
</tr>
<tr>
<td>Medical Equipment Rental</td>
<td>100%</td>
</tr>
<tr>
<td>Medical Services &amp; Supplies</td>
<td>100%</td>
</tr>
<tr>
<td>Prescription Drug Benefit</td>
<td>100%</td>
</tr>
<tr>
<td>Accident Death &amp; Dismemberment</td>
<td>100%</td>
</tr>
<tr>
<td>Short Term Emergency Sickness Benefit</td>
<td>$150</td>
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<tr>
<td>Concussion Extended Benefit Period</td>
<td>Additional 12 Weeks</td>
</tr>
<tr>
<td>Other Death Benefit per Covered Person</td>
<td>$10,000</td>
</tr>
<tr>
<td>Other Death Benefit per Incident Maximum</td>
<td>$100,000</td>
</tr>
</tbody>
</table>

Insurance Center Information

Loyola Marymount University’s Student Accident/Medical Plan is administered by A-G Administrators on behalf of QBE Insurance Corporation. When referencing the plan, please use the following two identification numbers:

- Policy Number: 030000021-901
- M/G Number: 041249
- Policy Term: August 1, 2021 - July 31, 2022