



WELLFLEET

Process: Pre-Service Claims Process for Rhode Island Plans

Purpose To describe the process for requesting a pre-service claim to receive an administrative benefit determination under a student health plan in the state of Rhode Island. This process does not apply to services requiring precertification (clinical review).

Definition A pre-service claim means the request for a plan benefit(s) by a requestor prior to a service being rendered and is not considered a concurrent claim.

Effective date 1/1/2020

How to Submit a Pre-Service Claim The Rhode Island Pre-Service Claim Form is available on <https://wellfleetstudent.com/forms/>. The form may be completed by the member/participant, authorized representative, or health care provider. A completed authorization form must be on file before member/participant information can be released to a representative who is not the member/participant's health care provider. All applicable fields must be completed. The form must be submitted by email to customerservice@wellfleetinsurance.com with "RI Pre-Service Claim" for non-urgent requests and "Urgent RI Pre-Service Claim" for urgent requests in the email subject header.

Other Types of Claims

- Refer to the plan's Certificate of Coverage for more information on the precertification process.
- Visit <https://wellfleetstudent.com> for more information on submitting post-service claims.
