

Claim Submission via Member Portal

Use this guide to submit a claim for reimbursement via the Member Portal.

1. Login to the AccrueHealth Member Portal by entering <https://member.accrue-health.com/> in your web browser.
2. From the Home page, click on the **Menu** icon located at the top left. Locate and click on the **Claims** section to display additional options. Select **Add Claim for immediate reimbursement**.



3. Fill out all applicable information for your **Claim Details** and click **Next**.

The screenshot displays the 'Claim Details' form. It features several required fields marked with an asterisk (*): Service Type (dropdown menu set to 'Medical'), Service Start Date (calendar icon, 'Oct 18, 2024'), Service End Date (calendar icon, 'Oct 18, 2024'), Claimant (dropdown menu), Reimbursement Method (dropdown menu set to 'Direct Deposit'), Claim Amount (\$10.00), Deductible Amount (\$), Copay Amount (\$), and Coinsurance Amount (\$). Below these is a section titled 'Whom shall we pay?' with two radio button options: 'Pay Provider' (unselected) and 'Pay Me' (selected). Further down are text input fields for 'Provider Name' and 'Account Number', and a larger text area for 'Comments'. At the bottom, there are two buttons: 'CANCEL' and 'NEXT'.

4. Locate your documentation (if applicable) to upload for Claim Substantiation. Click **Next**.

5. Finally, review all your submission information to ensure it is accurate, then click **Submit**.

If you have questions regarding your claim after submission, you may contact our customer service department using the below contact methods. Please allow 72 hours for review.

<p>Contact Information for Members</p>	<p>Customer Service #: 1-844-643-3099 (Mon-Fri; 8am to 8pm EST)</p> <p>Customer Service Fax #: 978-552-0172</p> <p>Customer Service Email: support@accrue-health.com</p>
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