

## **Student Health Walkout Statement and Insurance Billing**

The Walkout Statement is your receipt for services provided by the Department of Student Health. It contains the information you need to obtain reimbursement from your insurance company, specifically physician name, diagnosis code(s), date of service, type(s) of service, and payment. To obtain reimbursement, we suggest the following.

1. Call the Customer Service number on your insurance card and request a claim form.
2. Complete the claim form and attach it to the Student Health Walkout Statement.
3. Send the claim form and Walkout Statement to your insurance company to obtain the reimbursement provided by your insurance plan. Coverage varies depending on plan benefits.
4. Make a copy for your records.

**PLEASE NOTE:** If you have the UVa endorsed Chickering insurance plan or you are covered by Southern Health, we are able to file claims for Student Health charges.

If your parents call about your bill, we cannot provide any information about your account unless we have your written permission, nor can we send your bill to your parent's address. Bills will always be sent to your local address which we will verify at each visit. If you have charges billed to your parent's insurance plan, your parents may receive a Statement or Explanation of Benefits from the insurance company, including the types of services provided.

Your monthly billing statement cannot be substituted for the Walkout Statement when sending it to your insurance company for reimbursement. This statement does not include the necessary information and your claim will be rejected. Remember to submit your Walkout Statement with the insurance claim.

To obtain another copy of a Walkout Statement or additional information, call our Billing Office at (434) 243-2794.