



**DirectClaim:
MOAA's electronic filing process for MEDIPLUS®
TRICARE Supplement claims.**

Filing MEDIPLUS claims is fast and easy with DirectClaim, another valuable benefit to MEDIPLUS. With DirectClaim, you will not have to complete MEDIPLUS claim paperwork after you access most of your eligible TRICARE benefits.

Please be aware that some TRICARE Supplement claims cannot be processed electronically, such as any prescription claims and most skilled nursing or skilled nursing facility and nursing home claims. For these, you will need to submit paper claim filings to MEDIPLUS. Claim forms are accessible on the MOAA Insurance Plans Web site at **www.moainsurance.com**.

If a claim for service is submitted through DirectClaim and TRICARE has paid the provider(s) directly, any payment due under a MEDIPLUS TRICARE Standard Supplement will be paid directly to the provider(s). Under TRICARE Prime, most network providers require the patient's \$12 co-pay at the time of the office visit, so the MEDIPLUS TRICARE Prime Supplement reimbursement of those Prime outpatient co-pays will be sent directly to the member. Only the Prime \$12 co-pay for office visits will be reimbursed to the member. All other Prime co-pays will be reimbursed to the provider.

It's important that the MEDIPLUS participant's name appears on their MEDIPLUS file the same as it is on their military ID card to ensure proper claims processing.

If you have any questions about DirectClaim, please call the MOAA Insurance Plans Administrator at 1-800-247-2192 or e-mail moa@marshpm.com.