

## HOW TO SUBMIT CLAIMS FOR BENEFITS

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A notice of claim must be reported directly to 21st Century Pinnacle Insurance Company.

- 21st Century Insurance will notify Consolidated Service Group, Inc. (CSG), our Utilization Review Organization partner.
- Please be sure to provide all information required by the notice of claim, including the Policy number and the Policyholder's name and number.
- If you receive a bill for medical services, send it to 21st Century Insurance together with the notice of claim. Make copies of all documents you are submitting for your records.
- Bills must be complete. **Each bill must be an original** and should show:
  - Name of eligible person
  - Date(s) of service or supply
  - Charge for each service or supply
  - Diagnosis (reason for treatment)
  - Type(s) of charge(s) (CPT-4 code, if any, and/or description of service(s) provided)

**PLEASE NOTE: The following will not be acceptable:**

- Canceled checks
- Cash register receipts
- Balance due bills (bills that show only the amount owed)
- Photocopies

21st Century Pinnacle Insurance Company  
**21st Century Insurance**  
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**Oklahoma City, OK 73126**  
**Toll Free: 888-244-6163**  
**Fax: 877-217-1389**