A step-by-step guide for members

Medical Claim Reimbursement

When a member sees a medical provider or has a medical procedure,
they present the primary medical plan ID, then present the Catilize Health ID Card.

Most times, the provider will accept the Catilize Health ID Card. Members
will owe nothing up front and do not need to submit a claim.
Catilize Health is billed by, and sends the payment to, the provider, ER, or hospital.

In some situations, the provider is not able to accept the Catilize Health ID Card.
The member will pay for any co-pay, co-insurance, or deductible due.
An Explanation of Benefits (EOB) is provided by primary medical plan.

The member submits the EOB and claim amount to Catilize Health via
portal.catilize.com.

OR

The member submits the EOB and a completed Claim form to Catilize Health via mail,
fax, or secure email.

Catilize Health processes claims and issues reimbursement within 2 -3 weeks from when
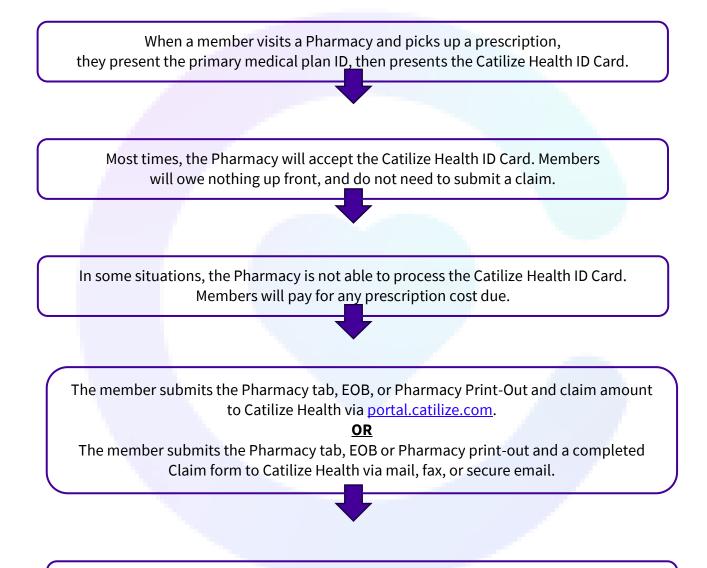the member submitted the documents covering the out-of-pocket expenses.

The true out-of-pocket cost is $0.

Pharmacy Claim Reimbursement

When a member visits a Pharmacy and picks up a prescription,
they present the primary medical plan ID, then presents the Catilize Health ID Card.

Most times, the Pharmacy will accept the Catilize Health ID Card. Members
will owe nothing up front, and do not need to submit a claim.

In some situations, the Pharmacy is not able to process the Catilize Health ID Card.
Members will pay for any prescription cost due.

The member submits the Pharmacy tab, EOB, or Pharmacy Print-Out and claim amount
to Catilize Health via portal.catilize.com.
OR
The member submits the Pharmacy tab, EOB or Pharmacy print-out and a completed
Claim form to Catilize Health via mail, fax, or secure email.

Catilize Health processes claims and issue's reimbursement within 2 -3 weeks from when
the member submitted the documents covering the out-of-pocket expenses.

The true out-of-pocket cost is $0.