

NVIDIA Out-of-Network Claim Frequently Asked Questions

If I pay for behavioral health services myself, what do I need to do?

You can request reimbursement by submitting a claim form online or by fax.

To submit a claim online, visit www.guidanceresources.com and log into your account. If you are a first-time user, enter the Web ID "NVIDIA" and create a unique user name and password. Once logged in, click on the link to complete and submit the Out-of-Network Claim Form:

The screenshot shows the GuidanceResources Online website. At the top, there is a navigation menu with categories: Wellness, Relationships, Work & Education, Financial, Legal, Lifestyle, and Home & Auto. Below the menu is a language selector showing 'USA - English'. The main content area features the NVIDIA logo and the text 'GuidanceResources Online welcomes Non Santa Clara.' To the right, under the heading 'NEWS FROM YOUR ORGANIZATION', there is a section titled 'Out-of-Network Claim Form Instructions'. The text in this section reads: 'If you've paid your provider for behavioral health services, please [click here](#) to complete and submit the Out-of-Network Claim Form.' The 'click here' link is circled in red. Below this, it says: 'After receiving your form, ComPsych will process the claim and provide you with your Client # and Claim #. With these details you can [click here](#) to login and view your claim information.'

Clicking the link to complete the form will bring you to the Out-of-Network Claims submission page, where you will need to enter your information into the appropriate fields. Include the invoice from the provider, which is required for the claim to be considered for payment. You may submit a claim with multiple receipts.

Click "Submit" to complete the process.

The screenshot shows a 'Support Documentation' upload form. At the top, there is a 'Browse' button with a plus icon. Below the button is a large empty rectangular area for file selection. At the bottom of the form, there is a text box that reads: '(The file size cannot be larger than 10 MB and the allowed file types are: pdf, doc, xls, txt, ppt, tif, tiff, docx, xlsx, pptx)'. Below this text box is a blue 'Submit' button, which is circled in red.

You may also complete and print the Out-of-Network Claim Form and fax it to ComPsych at (312) 595-3126.

If you need any assistance, please contact GuidanceResources Customer Service at (800) 542-6995 during the hours of

Contact us anytime for confidential assistance.

7:30 a.m. - 5:30 p.m. CST.

What are the next steps after I submit an *Out-of-Network Claim Form*?

You can visit www.guidanceresources.com to view your Explanation of Benefits, which will be available within 30 days of your claims submission. If you are seeing an out-of-network provider, claims will be processed in accordance with the Plan and any reimbursement due will be issued to you. Please contact GuidanceResources Customer Service at (800) 542-6995 during the hours of 7:30 a.m. - 5:30 p.m. CST for your claims status.

How do I find my Explanation of Benefits and service request information online?

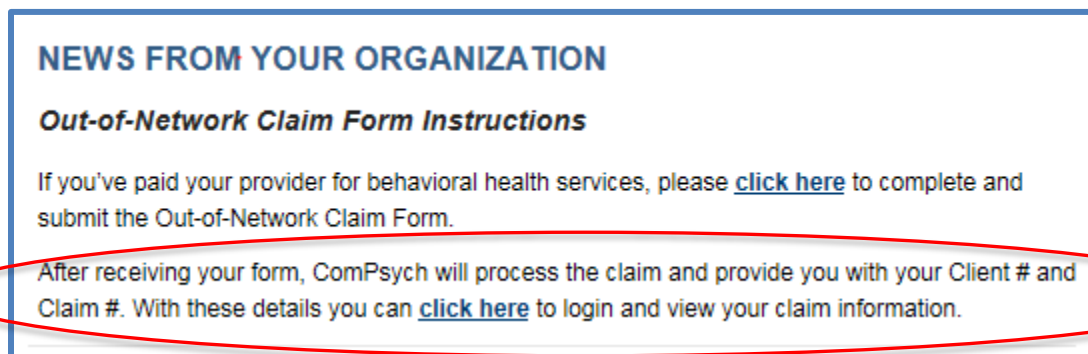
Visit GuidanceResources Online to view Certifications, Provider Contact Information, Managed Care Claims, and Explanation of Benefits. Go to www.guidanceresources.com, then “My Service Requests” and enter your client details to view your information. You may also click the link circled below.



MY SERVICE REQUESTS

Enter client details to view:

- Certifications
- Provider Contact Information



NEWS FROM YOUR ORGANIZATION

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