

The school's insurance (Bollinger) is an "accident/injury" policy. This means that it covers you if you get sick or hurt during the year. It is not for routine physicals, dentist appointments or things such as contact lenses. You can see exactly what your Bollinger policy does and does not cover (and how much coverage you get) by visiting the Bollinger website link at the bottom of the Health Services section on the Chestnut Hill College website.

How to file a claim:

Claim forms are available online at the Bollinger website. It is recommended that you file both an on-line claim and a claim by mail. You don't have to do the on-line claim but YOU MUST send a claim in by mail. Its important to fill out the claim form completely- for example, even if you aren't covered under your parents insurance policy, you must fill out any information about their own coverage. If the form is not filled out completely, you risk having your claim rejected or delayed. The Health Office can assist you in filling out your claim form- you should do this as soon as you have a medical issue or accident!

Have your health care provider be as specific as possible with their bill. If you get an exam and a test- have the provider indicate how much is being charged for each thing. Make copies of everything! The health office is happy to make copies of your records for you. You must include ITEMIZED bills for everything you want covered by Bollinger- i.e. pharmacy bills, X-Rays etc.

DO NOT have your health care provider fill out the claim form for you. Bollinger does not directly reimburse health care providers; they will reimburse you, the student ONLY. Your health care provider can bill Bollinger directly but you must make sure you fill out the claim form yourself.

The Health Office is open daily Monday-Friday in Fitzsimmons Hall and we are happy to help you with any insurance questions. Our number is 215-248-7111