

About Member Reimbursements

There are times when you may be required to pay your medical bill and then submit the invoice to us for reimbursement. The most common cause for reimbursement delays is unclear or missing information. For a covered expense to be considered for reimbursement, all the required documents must be complete and submitted within the filing period stated in your policy terms and conditions (*check your policy for a list of the documents required*).

Completed claims, along with the required supporting documentation, must be submitted via your [member portal](#).

Please note that we will return your incomplete claims with an explanation on what is missing to help us expedite your reimbursement.

For claims status, please contact ConciergeCare
+1-855-773-7810 or +1-786-453-4008 conciergecare@payerfusion.com

Once your claim has been processed and your reimbursement has been prepared to be paid by our third party administrator, PayerFusion, you will receive an invitation from corpaccounting@payerfusion.com to register for an account with our quick and safe payment partner, Tipalti. Once you input your information and preferred method of payment, your reimbursement will be sent to specified account.

Please note that failure to enroll in the Tipalti system will result in the inability to receive your reimbursement.

Claims are managed by PayerFusion



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