

How To Ask A Question OR Submit a Claim You Have Paid For on Your LoomisLive.com Portal

Go to your LoomisLive portal

On your home page in the upper right hand corner you will see the: **Click Here to Submit A Claim or Ask A Question** link



[Click Here To Submit a Claim or Ask A Question](#)

My Workspace ▾

Once you click on the link, the Question/Submit A Claim box will pop up (see below):

- This will have your name pre-populated you will need to complete the remainder of the information.
- **TO FILE a Claim that You have paid for:** In the question field make a note for example:
 - *Please process my out of network medical claim,* (feel free to provide details), or dental claim or vision claim.
 - Then **click the Attachment box to attach your itemized bill.** Before submitting make sure your bills include the following information:
 1. Employee information (name, DOB, address, ID #)
 2. Patient information (name, DOB)
 3. ICD10-diagnosis code
 4. CPT code-description of service;
 5. Date of service;
 6. Billed amount;
 7. Performing physician's name, physician address, place of service, most importantly the Tax ID number & NPI number.
 - Then **click the SUBMIT** button. Your claim will then go to the Loomis service team for processing.

You May Type Your Question Below, or Submit A Claim by Selecting Attachment and Uploading Your Documents

* First Name

* I

* Phone

* Email Address

* Question

Characters remaining: 100

Attachment



Submit

Close

REMEMBER to always maintain a copy of your claims for your records.