



THE UNIVERSITY *of* NEW MEXICO

Accident & Sickness Health Insurance Program

CLAIM PROCEDURES

In the event of Accident or Sickness:

1. If non-emergent report to UNM Student Health & Counseling for treatment (students & spouses/domestic partners).
2. If UNM Student Health & Counseling is closed or if you are away from the Albuquerque area, go to the nearest urgent care facility or hospital. **The deductible is applied when services are rendered at any facility other than UNM Student Health & Counseling.**
3. Complete and submit a claim form, which is available at UNM Student Health & Counseling or from the Company at the address or website shown below.
4. Written notice and proof of loss must be filed within 90 days of Injury or first treatment for a Sickness.

APPEALS

The Covered Person may appeal ANY claim decision by filing a written request within 60 days of payment or denial of a claim. All relevant information should be addressed in the appeal. Upon final review, a written explanation of the decision will be provided to the Covered Person.

Need Help? Contact :

CLAIMS OFFICE:

Maksin Management Corp
A business partner of Macori, Inc.
c/o MACORI, INC.
P.O. Box 2567
Spring, TX 77383-2567

Telephone: 1-800-285-8133 Website: www.macori.com

ON-LINE SERVICES:

www.macori.com

- Premium payment
- Check your personal account
- File a claim
- Locate a PPO Provider