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Cover Letters Must Accompany Claim Inquiries:

When mailing a claim inquiry to First Health Services' Customer Service Center, please include a cover letter that specifies the reason for your inquiry, such as requesting the status of a claim or asking for an explanation about a claim denial.

Along with the cover letter, please include copies of supporting documentation, e.g., the original claim and the Remittance Advice (RA). A claim sent to First Health Services without a cover letter will be processed as a new claim submission.

