

How to Request Reimbursement

These instructions will help as you gather the appropriate documents and complete the Attestation of Eligibility & Reimbursement Request.

For Individuals With Insurance:

1. You will need a copy of Explanation of Benefits (EOB) from all insurance companies that covered services for this reimbursement request.
 - o Make sure the reimbursement request is for an eligible service under provisions of the fund.
 - o On the EOB, circle the amount you are requesting for reimbursement (such as a co-pay, deductible or co-insurance).
2. Download and save a copy of the Attestation of Eligibility & Reimbursement Request.
 - o You will need help from your mental health provider to complete the last page of the form.
3. Complete all sections of the form. After reading the Attestation of Eligibility, sign and date the form.
4. Include these documents with your reimbursement request:
 - o A completed and signed Reimbursement Request.
 - o Explanation of Benefits (EOB) from all insurance companies that covered services for this request
5. Scan the forms and prepare an email to Reimbursements-MSUFund@ndbh.com.
6. In the Subject line, add the words "Reimbursement_[your name]" to expedite handling of your request.
7. Attach the EOB(s) as a PDF and the completed Attestation of Eligibility & Reimbursement Request to the email.
8. Send the email to New Directions at Reimbursements-MSUFund@ndbh.com for processing.

For Individuals Without Insurance:

1. You will need a paid invoice or superbill from your mental health provider.
 - o Make sure the reimbursement request is for an eligible service under provisions of the fund.
 - o On the invoice, circle the amount you paid the provider and are requesting reimbursement.
2. Download and save a copy of the Attestation of Eligibility & Reimbursement Request.
 - o You will need help from your mental health provider to complete the last page of the form.
3. Complete all sections of the form. After reading the Attestation of Eligibility section, sign and date the form.
4. Include these documents with your reimbursement request:
 - o A completed and signed Reimbursement Request
 - o Paid invoice or superbill from mental health provider
5. Scan the forms and prepare an email to Reimbursements-MSUFund@ndbh.com.
6. In the Subject line, add the words "Reimbursement_[your name]" to expedite handling of your request.
7. Attach the provider's invoice as a PDF and the completed Attestation of Eligibility & Reimbursement Request to the email.
8. Send the email to New Directions at Reimbursements-MSUFund@ndbh.com for processing.

Note: To learn how you will be reimbursed, refer to the link under "More Information / Uninsured" found at www.ndbh.com/MSUCounselingFund.

Questions or need help with the forms? Call or email Customer Service:

877-250-6408 (8:30 a.m. to 6:00 p.m. ET Mon-Fri)

CustomerService-MSUFund@ndbh.com