

## **PROCEDURE FOR POLICE PENSIONERS TO SUBMIT CLAIMS**

### **HOW DOES THIS WORK?**

The Richland Police Pension Board is not an insurance provider. The function of the Police Pension Board is to consider medical claims submitted by pensioners for reimbursement or payment per RCW 41.26.150 and per the Police Pension Board's established policies.

All medical, dental and vision bills must be processed for payment in the following order:

1. Medicare (primary insurance)
2. Cigna (secondary insurance - City of Richland's current health benefit provider)
3. Any balance remaining can be submitted to the Police Pension Board for consideration.

**NOTE:** Pensioners are responsible for providing their healthcare and pharmacy provider(s) with the necessary Medicare, Cigna or tertiary insurance information to bill for services provided. The City of Richland Police Pension Board is not a health insurance company, and should not be directly billed by a medical provider or pharmacy.

### **WHAT ABOUT MY REMAINING BALANCE?**

If a pensioner has a remaining balance after all other parties with a legal obligation to pay have paid their share, the pensioner may submit a claim to the Richland Police Pension Board for consideration of payment or reimbursement.

**NOTE:** Pensioners must instruct their healthcare provider(s) to send invoices directly to their home address, not to the Police Pension Board Secretary.

### **HOW DO I SUBMIT A CLAIM ON MY REMAINING BALANCE?**

To receive reimbursement or payment of a remaining balance, the pensioner must first complete and sign the City of Richland Police Pension Claim Form and attach all relevant documentation to it.

Relevant documentation to submit with the claim form includes the following:

- The itemized bill from the healthcare provider;
- The Explanation of Benefits (EOB) statement from Medicare or Cigna;
- Proof of payment (receipts);
- Copy of the prescriptions (RX);
- Other supporting documents if necessary per the Pension Board's policies.

The pensioner then submits the completed and signed claim form with supporting documentation to the Police Pension Board Secretary using one of the methods identified below:

- Hand delivery in a sealed envelope to the Customer Service desk at Richland City Hall, 625 Swift Blvd, Richland, WA 99352; or
- Mail to: Jennifer Rogers, Police Pension Board Secretary, 625 Swift Boulevard, MS-05, Richland, WA 99352.

Incomplete claim forms, or invoices submitted without a claim form, will be returned to the pensioner to complete and resubmit. All claims must be submitted within six (6) months of service to be considered for reimbursement.

- Only healthcare bills not covered under Medicare or Cigna insurance should be submitted for reimbursement.
- Please do not submit healthcare bills, EOBs or any other documents that do not have a balance due. These documents will not be retained by the Pension Board Secretary or returned to the pensioner.

#### **WHEN WILL MY CLAIM BE PROCESSED?**

Completed claim forms must be submitted to the Pension Board Secretary by the last day of each month to be considered for approval by the Police Pension Board at its next regularly scheduled meeting. All approved claims will be processed for payment the week following the meeting.

Police Pension Board meetings are held the third Thursday of every month at 8:15 a.m. in Richland City Hall.

#### **WHAT IF I NEED MORE FORMS?**

If you require additional forms, please visit the City's website at [www.ci.richland.wa](http://www.ci.richland.wa) or contact the Pension Board Secretary, Jennifer Rogers, via mail, email or phone.

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