# Submitting an insurance claim for medical care received outside of the United States

When you receive medical care outside of the United States, the provider may require you to pay for your care at the time of service. This document will help you understand how to file a claim for reimbursement using the UnitedHealthcare member website, **myuhc.com.** If you have not already signed up for access to the member site, you will need to register at **myuhc.com** before you will be able to file a claim online.

1. Log in to myuhc.com and click "View Global"
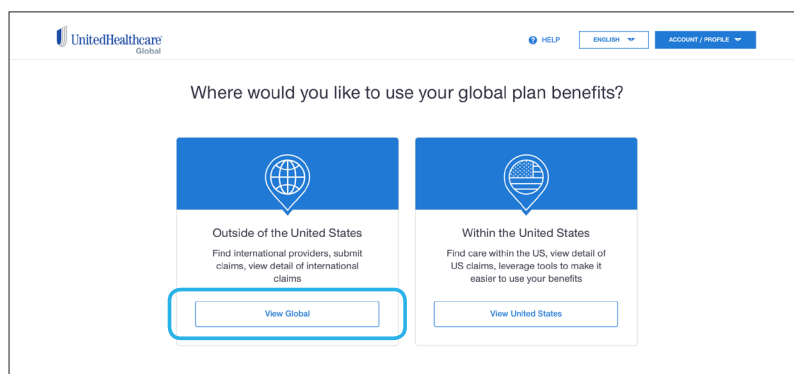
2. Click "Submit a Claim"
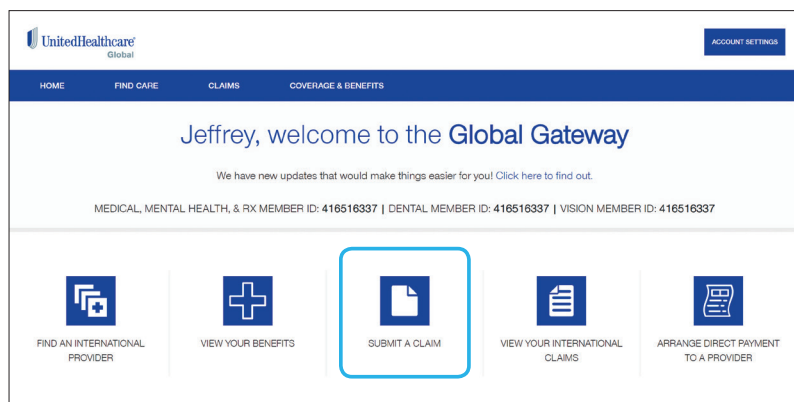
3. Enter the required information about the person who received care, the health care provider and the claim being submitted

UnitedHealthcare Global

ACCOUNT SETTINGS

HOME   FIND CARE   CLAIMS   COVERAGE & BENEFITS

SUBMIT YOUR CLAIM

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Enter Claim Information   **Upload Files**   **Review and Submit Claim**

Enter Claim Information

We're happy to process your claim for you. Please provide your claim information below. A separate claim should be submitted for each:

- Member
- Provider
- Claim Currency

At the end of this process you will receive a claim submission number.

*All fields marked with an asterisk (*) are required.*

Member*	Claim Nickname	Diagnosis*
		Please provide the member's diagnosis (for example: strep throat, back pain) or, if available, the ICD10 diagnosis code from your invoice.
Provider*	Billed Amount*	150
Provider Country*	Claim Currency*	
Provider City*	Date of Service* DD-MM-YYYY	Description of Treatment* Please provide a brief description of the treatment or services received (for example: office visit plus blood work). 250

4. Upload information pertaining to the care received. You can upload documents via drag and drop or browse for a file. Be sure to select the attestation box

5. Submit your claim. Be sure to confirm your preferred method for reimbursement. A confirmation page will appear with a submission ID

Each claim is different and processing times vary, but most claims are processed for payment within 14 business days. Payment processing times vary by payment method and banking institution, but in general should take no longer than 7 additional business days.

Contact us

Questions? We're available to help 24/7. From inside the U.S. or Canada, call us toll-free at **1-877-844-0280.** From outside the U.S. or Canada, call us at **+1-763-274-7362.** Reverse charges will be accepted.

You can also reach us by email at **Expatinsurance_MemberServices@uhcglobal.com**

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