



## CLAIM SUBMITTAL OPTIONS

There are many ways to submit claims to BBPadmin and this will provide the secure and non-secure ways to submit claims and substantiation.

Also included are instructions to link your account(s) to your insurance carrier(s) to auto-substantiate your claims.

### **NON-SECURE**

You can submit claims via fax or regular e-mail. These are both non-secure ways to submit claims. When doing either of these 2 ways your claim can take up to 72 hours to be entered. Also, you must use a proper claim form when submitting via either of these 2 methods – *any claims submitted without a claim form will be denied.*

Fax Number : 630-775-8568

E-mail: [claims@bbpadmin.com](mailto:claims@bbpadmin.com)

Mail: BBPadmin  
125 West Orchard Street  
Itasca, IL 60143

Claim Form: [http://www.bbpadmin.com/docs/Participant/Universal\\_Claim\\_Form.pdf](http://www.bbpadmin.com/docs/Participant/Universal_Claim_Form.pdf)

### **SECURE**

You have 3 options to submit claims securely to BBP. The first 2 are the fastest way to get your claim approved as you are submitting directly into the system. The last way is the same as above where you need to use a proper claim form when submitting.

Online: Log into the Participant Portal and click "Submit Claim" to request reimbursement or "Attach Receipt" to submit substantiation for a transaction. *No Claim Form Required!*  
<https://betterbusinessplanning.wealthcareportal.com>

Mobile: Download the BBP Admin app for your mobile phone. Use the same login as your participant portal. Once in the app, click "Submit Claim" to request reimbursement or "Attach Receipt" to submit substantiation for a transaction. *No Claim Form Required!*  
App Store: <https://apple.co/2LyLNYa> Google Play: <https://bit.ly/2AkscXn>

Helpdesk: Submit your claim through our secure helpdesk @ <https://support.bbp-dac.com/helpdesk/User/Login>  
If you do not have an account you just click submit a new ticket or you register for a login. ***You must use a Claim Form!***

To receive updates about your account or to be notified when your claim is being paid, please make sure we have your e-mail address on file. You will receive updates that your claim is processed and when it will be reimbursed. For faster reimbursement make sure to sign up for direct deposit - enter in your banking information in your Participant Portal.

### **Insurance Carrier Linking Process**

Linking your insurance carrier feed to BBP is available for both debit and non-debit card clients. \*Please see your employer or call BBP to see if this is an option for your employer.

**If you have a debit card:** Insurance carrier linkage will be used for auto-substantiating debit card charges. So if you use your benefits card to pay for a bill then the charge will be substantiated using the insurance carrier feed. If you have any manual claims you will have to submit those separately via the EasyClaims System, Participant Portal, mobile app, email, mail or fax.

**If you do not have a debit card:** All claims will be processed for manual reimbursement to the participant automatically. As the claim is processed with the insurance carrier and sent over to BBP Admin, the claim will be reimbursed to the participant.

*\*\*Please note: Claims will only be automatically substantiated / or automatically processed for service dates moving forward from the date you sign up. Any claims incurred prior to the date you sign up will need to be submitted by the participant.*

In order to get started, you will first need to have an account created with your insurance carrier. After an account is created with your insurance carrier you will need a link from BBP to complete sign-up. The link is specific to your employer. Please contact BBP at [support@bbpadmin.com](mailto:support@bbpadmin.com) for the link.

#### **SUPPORT**

Support Email: [support@bbpadmin.com](mailto:support@bbpadmin.com)

Phone: 630-773-2337

Fax: 630-775-8568

[Instant Message](#)

[BBPadmin Website](#)

Mobile App – [Apple Store](#) [Google Play](#)

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