



Mena Public Schools  
WYB-1296-A-01



## Claim Filing Instructions

The most efficient way to file your claim is on-line at the following secure URL:

<https://portal.acitpa.com/MenaPublicSchools>

On the site, you can complete the form information and upload the supporting documentation for your claim.

If you choose to send your claim by mail, fax or email:

Mail to: ACI  
P.O. Box 4000  
Collegeville, PA 19426-9000  
Fax: 610-293-9299  
Email: [claims@acitpa.com](mailto:claims@acitpa.com)

### Helpful Information for Expediting Payment:

- Complete Claim Information - ACI suggests providers submit standardized billing statements ("UB-04" for hospital charges and "CMS-1500" for Physician Charges).
- Proof of Payment – Check copy of payment, Cash Receipt, or Credit Card Statement
- Payment to Medical Providers – Unless Proof of Payment is submitted with the medical bill claim payment is sent directly to the medical providers.
- Other Insurance - If a primary insurance carrier paid a portion of your claims include the Explanation of Benefits (EOBs) with your claim submission.

Any questions, please contact our Team:

Customer Service (Toll-Free): (888)293-9229  
Customer Service (Local): (610)293-9229  
Email: [claims@acitpa.com](mailto:claims@acitpa.com)

Hours of Operation: 8am – 5pm EST, Monday through Friday