

Foreign Service Benefit Plan Direct Billing Partner Guidelines

Health Plan Accredited by



The FOREIGN SERVICE BENEFIT PLAN has Health Plan Accreditation from the Accreditation Association for Ambulatory Healthcare, Inc.



FOREIGN SERVICE BENEFIT PLAN

Caring For Your Health Worldwide®



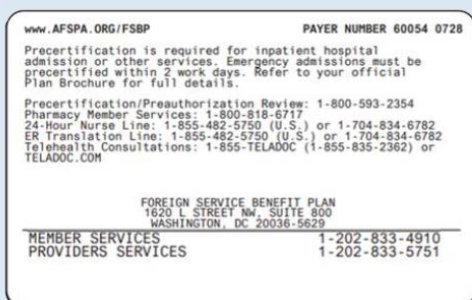
These guidelines will assist in:

1. How to identify an **FSBP** member
2. How to submit bills or invoices to **FSBP**
3. What a bill or invoice needs to be processed
4. How to check the status of paid bills or invoices and member eligibility
5. How to get EFT Payments for **FSBP** covered services
6. How to communicate with **FSBP**

1. How to identify an FSBP member



- a. Ask the member for their physical or digital ID card.
- b. If the member does not have a physical or digital ID card, the member can scan the QR code below to download the Aetna Health App.



2. How to submit bills or invoices to FSBP

Send Electronically – Secure, fast, and easy

- a. Go to afspa.org/fsbp/OverseasPartnersBillingForm.
- b. Fill in all the mandatory fields on the secure form.
- c. Bills, invoices, and medical records will be translated by **FSBP**.
- d. Upload your bills or invoices by clicking “browse” and selecting your PDF files. PDF files for an individual member must be combined or merged into one file, which should not exceed 25 MB. If the total size of the file exceeds 25 MB, separate the files to meet the 25MB size requirement.
- e. Complete your submission by clicking “Submit” at the bottom of the page.
- f. The next page will be a confirmation that states, “Your secure message was delivered to our secure server.” This verifies that we have received the submitted claims or correspondence.

3. What a bill or invoice needs to be processed

Bills or invoices must be itemized and show:

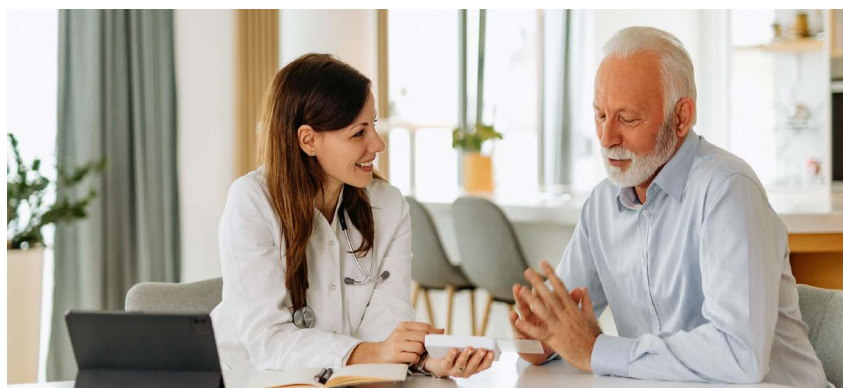
- a. Member’s name, date of birth, and address
- b. Member’s ID number
- c. Provider’s full name and address
- d. Dates that services or supplies were furnished
- e. Diagnosis/reason for visit
- f. Type of each service or supply
- g. Charge for each service or supply
- h. Telehealth services must use a HIPAA-compliant platform

Note: In the absence of all the information mentioned here, **FSBP** may request it from you, which could delay the claim process.

Note: Submit bills or invoices within 60 days after the date of service but no later than December 31 of the following year.

4. How to check the status of paid bills or invoices and member eligibility

- a. Go to avality.com.
- b. Enter your User ID and password.
- c. Access claim status and eligibility and benefits using the Direct Billing Partner Avality Training provided by **FSBP**.





5. How to get Electronic Funds Transfer (EFT) payments for covered services

- a. The **FSBP** wants you to get your money easy and conveniently directly to your bank account.
- b. The **FSBP** makes payments within 15 business days after receiving your bill or invoice.
- c. For EFT access issues, use the Secure Message User Guide on the Overseas Partners Resources page at afspa.org/FSBP/DBAproviders/Resources.

6. How to communicate with FSBP

Visit the DBA Resource Page at afspa.org/FSBP/DBAproviders/Resources to access the secure forms and submit your requests for:

- a. Availability enrollment, training, account updates, and troubleshooting access issues.
- b. EFT payments, enrollment or updates to your account.
- c. Update DBA point of contact or add services.
- d. DBA billing or member eligibility questions/inquiries.



Foreign Service Benefit Plan

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American Foreign Service Protective Association

Hours of Operation: Monday – Friday
8:30am to 5:30pm (ET)