

How to File an International Claim with TruAssure

Filing a claim outside of the United States is much different than filing a claim inside the United States because there are no international treatment codes, dental license numbers, or fee systems in place like there is in the United States.

Therefore, there are fewer administrative requirements for international dental claims. However, there are important steps that need to be followed if a TruAssure member needs dental treatment while outside of the United States.

TruAssure International Claims Submission Process

1. Pay the dentist directly for charges.
2. Ask the dentist for a document with a description of services rendered, procedure codes and fees charged, as well as for any other supporting documents like x-ray images.
NOTE: the documentation must be in English, and the fees charged must be in U.S. dollars.
3. Submit an [international claim form](#) with receipt of payment and supporting documentation to TruAssure at the address below. The claim form is linked above and can be found in [Member Resources](#) on our website under [Forms](#). **NOTE: Receipt of payment and supporting documentation must be included and the claim form must include the procedure codes for treatment provided, including tooth number if appropriate, and identifying information for the primary member and patient if different.**
4. TruAssure processes the claim as an out-of-network claim using the TruAssure allowed fee* for treatment provided.
5. TruAssure sends payment by check directly to the primary member using the address in our system. Please note: If you are covered by a group plan, your employer/group provides eligibility and enrollment information to TruAssure, which includes member address; group members must update their address with their employer/group and not TruAssure directly. Please also note: there is no option for direct deposit to a member's bank account.

International Claims Submittal Address

The claim form, supporting documentation in English with fees charged in U.S. dollars, and receipt of payment must be mailed to:

TruAssure Insurance Co.
Attention: Client Services – International Claim
P.O. Box 4495
Lisle, IL 60532

If you have any questions, please contact TruAssure at CSI@TruAssure.com or 888-559-0779.

*All TruAssure dental plans are offered in association with the DenteMax Plus dental network arrangement, which includes dentists from the following dental networks: United Concordia, DenteMax and GEHA Connection Dental Network. TruAssure's PPO allowance for international claims is based on the DenteMax dental network.