



Instructions for Submitting Out-of-Network Claims

1. This form only needs to be completed if the provider is not submitting the claim on your behalf. Out-of-network providers can submit the claim if they are able and willing.
2. To consider your claim for payment, Quest must receive the claim within one (1) year from the date you received the service. Claims received after one year from date of service will be denied.
3. Claims should be mailed to: Quest Behavioral Health, PO Box 1032, York, PA 17405
4. For claims with **dates of service prior to July 1, 2019**, please send claims to: Penn Behavioral Health Corporate Services, 3535 Market Street, Suite 200, Philadelphia, PA 19104. Call Penn Behavioral Health Services at 888-321-5533, option 4 if you have questions regarding claims submission.
5. Claims can also be faxed to 717-851-1414 or sent via secure email to claims@questbh.com.
6. Use a separate claim form for each provider and each member of the family. A new form may be obtained via the Quest website at www.questbh.com/employees-families/my-mental-health-substance-abuse-benefits/OON-claim-form.
7. You must submit an itemized bill from the service provider for your claim to be processed. Receipts, balance due statements, and cancelled checks are not acceptable replacements for the itemized bill.
8. Itemized bills must include:
 - Subscriber name
 - Patient Name
 - Type of Service & Procedure Code
 - Provider Name & License
 - Provider Address
 - Provider Tax ID Number
 - Date of Service (mm/dd/yyyy)
 - Diagnosis Code (ICD-10)
 - Charge for Services
9. Quest reserves the right to request additional documentation, such as medical records, prior to processing your claim.
10. We suggest you make a copy of your bill(s) and completed claim form for your records.

If you have any questions about submitting claims to Quest, please call our Claims Department at 800-364-6352.