

## Injury Claims Procedure

It is the responsibility of the student-athlete to notify the sports medicine staff of any injury (within 7 days) and it is also their full responsibility to initiate the secondary insurance claims process for this injury. At that time, the sports medicine staff will be glad to assist the student-athlete as they complete the proper paperwork.

The student-athlete's personal health insurance is considered primary for all costs related to intercollegiate athletic injuries. Once the deductible has been met, the TWC sports medicine staff will then file with secondary insurance to help cover the remainder of the costs. **The parent/guardian(s) and student-athlete are responsible for sending the EOB (explanation of benefits) from their insurance carrier as well as the HCFA 1500 or UB 92 (itemized bill) from your service provider associated with a claim to the TWC sports medicine staff.** Once we receive these documents we will then file it with our secondary insurance provider and the claim will be processed at that time. Any incorrect or undisclosed information will result in processing delays. **Once primary and secondary insurance has been filed, any unpaid expenses are the sole responsibility of the student-athlete and/or parent/guardian.**

If there are any changes to your insurance, you are to notify the TWC sports medicine staff immediately of these changes as well as provide a copy of the front and back of your insurance card. Failure to provide up-to-date primary insurance information will delay any secondary coverage provided by TWC and the student-athlete and/or parent/guardian may be responsible for any and all charges generated from an athletic injury.

If you should have any further questions or concerns, please contact us!

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