



# 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

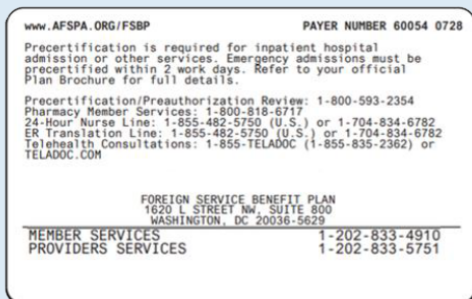
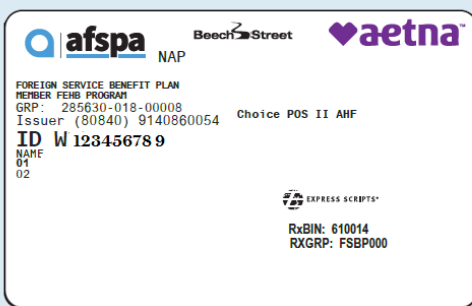
*Caring For Your Health Worldwide®*



## These guidelines will assist in:

- How to identify an **FSBP** member
- How to send claims or correspondence to **FSBP**
- What a claim needs in order to be processed
- How to get paid for **FSBP** covered services
- How to submit your question(s) to us

## How to identify an FSBP member?



- Ask the member for their ID Card. They may present a physical card or present their card using the Aetna Health App on their phone or tablet.
- The card will contain the name of our Plan, AFSPA, Group ID Number, Member Name, and Member ID Number.
- Ask the member to show you a copy of a recent **FSBP** Explanation of Benefits (EOB).



# How to send claims or correspondence to FSBP

## Option 1

### Send Electronically Secure, fast, and easy

1. Go to [afspa.org/fsbp/OverseasPartnersBillingForm](https://afspa.org/fsbp/OverseasPartnersBillingForm)
2. Fill in all the mandatory fields on the secure form
3. To upload claims or correspondence, click “browse” to select your file(s). Uploaded files must be in PDF format. PDF files cannot exceed 25 MB in size.
4. Complete your submission by clicking “Submit” at the bottom of page.
5. 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.

## Option 2

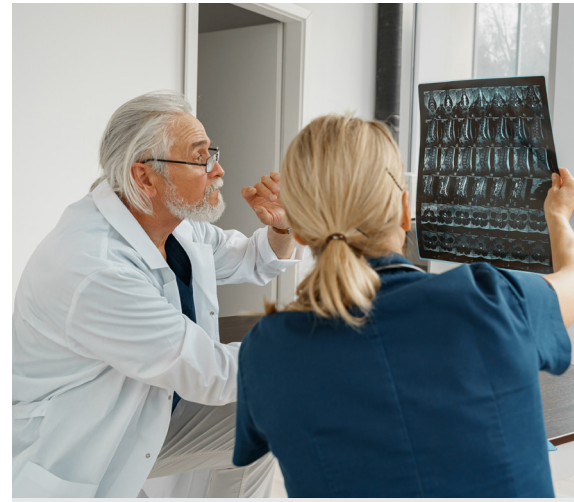
### Send by Mail Submit paper claims to:

#### Foreign Service Benefit Plan

ATT: Shalonda Hunter, Manager, Direct Billing & Correspondence  
1620 L Street NW, Suite 800  
Washington, DC 20036 USA

## What does a claim need to be processed?

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



In the absence of all the information mentioned here, [FSBP](#) may request it from you, which could delay the claim process.

Translations are not necessary. We translate all bills and records. If you do not supply us with an exchange rate, we will use the exchange rate based on the date of service.



# How to get paid directly for covered services

- **FSBP** makes payments to providers for covered medical services.
- **FSBP** makes payments to the hospital for covered professional charges or supplies that appear on the hospital bill.
- **FSBP** makes payments via Electronic Funds Transfer (EFT) in your native currency or U.S. Dollars (\$), if you have EFT with us. Otherwise, we make payments by check drawn on a United States bank in U.S. Dollars (\$). If you would like to sign up for EFT payments, contact us via email at [compliance@afspa.org](mailto:compliance@afspa.org).

## How to communicate with FSBP

- Go to [afspa.org/FSBP/DBAproviders/Resources](https://afspa.org/FSBP/DBAproviders/Resources)
- Enter your requested information into any of the secure online forms.



## Contact us

### Foreign Service Benefit Plan

1620 L Street NW, Suite 800  
Washington, DC 20036 USA

Secure Message: [afspa.org/fsbp411](https://afspa.org/fsbp411)

Website: [afspa.org/fsbp](https://afspa.org/fsbp)

Telephone: 202-833-4910

### Protective Association

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

Email: [health@afspa.org](mailto:health@afspa.org)

Website: [afspa.org](https://afspa.org)

[afspa.org/fsbp](https://afspa.org/fsbp)