

# How to File an eClaim

THROUGH ECLAIMS, MEMBERS CAN FILE WITH GREATER ACCURACY THROUGH A PROCESS THAT IS QUICK, CONVENIENT AND PAPERLESS

## Eclaims Can Be Accessed Through the Geoblue® Mobile App and in the Member Hub on [www.geobluestudents.com](http://www.geobluestudents.com)

- Members will follow a step-by-step submission process in order to file a claim and to upload and store supporting documents
- Each step of the submission process has tips that assist users in entering valid information
- After your first claim submission, your contact information and bank details will automatically pre-fill
- Members can check their claim status online at any time

## If Necessary, Claims Can Still Be Submitted via Email, Fax or Postal Mail. A Printable Claim Form Is Also Available in the Member Hub

- Email: [claims@geo-blue.com](mailto:claims@geo-blue.com)
- Fax: **+1-610-482-9623**
- Postal Mail: **Claims incurred INSIDE the U.S., Puerto Rico and U.S. Virgin Islands**  
GeoBlue, Attn: Claims, P.O. Box 21974 Eagan, MN 55121  
**Claims incurred OUTSIDE the U.S., Puerto Rico and U.S. Virgin Islands**  
GeoBlue, Attn: Claims Department, P.O. Box 1748, Southeastern, PA 19399-1748, USA



### Questions?

Contact our 24/7/365 Global Service Center

Email: Please email through the GeoBlue mobile app or Member Hub

Outside the U.S.: **1-610-263-3847**

Inside the U.S.: **1-844-268-2686**