BASIC Secure Claims Upload Instructions

BASIC has created a Secure Claim Upload site that will allow you to submit your claims online with ease and security.

STEP 1: Scan and save copies of your explanation of benefits (EOB), bills or itemized receipts that you are requesting reimbursement on or verifying, to your computer.

STEP 2: Click the following link or copy and paste it into your browser: https://claims.basiconline.com. Enter your company name and determine what kind of claim you are submitting. Click the “Click Here” button once this is determined. (If you entered your claim online, through the participant portal, you will skip steps 3 and 4.)

STEP 3: Verify that you have the necessary documentation. Click the “Proceed” button at the bottom right of the screen to continue.

STEP 4: Complete the necessary information on the claim form including checking the box to certify the information you are submitting is accurate and true. The “Submit Data” button will then take you to the upload page.

STEP 5: Click Upload Claims, enter your e-mail address, click the “Browse” button to locate the scanned image of your documentation on your computer, click “open”, repeat if necessary and then click “Upload Files.”

Once your claims are successfully submitted, you will receive an e-mail confirmation to the e-mail address you entered in Step 5. With this confirmation, you can check the real-time status of your claim. Once the claim status is complete, you will be able to view the claim online via your online account access.

Some things to remember:

- You must have your explanation of benefits (EOB), bills or itemized receipts in electronic format prior to starting this process.
- There is no need to fill out a reimbursement form ahead of time.
- If you have filed your claim online you will skip step 3 and 4 and you must include a copy of the claim confirmation when uploading your claims.
- This application is currently only supported with Internet Explorer, Firefox, and Google Chrome.
- You may need to download the latest version of Adobe Reader to complete the claim form online. You can download a free copy at http://get2.adobe.com/reader/.