

# Regis Middle School – Claims Process

1. Parent will have two options to file a claim with GoCare.
  - a. By email - Complete an electronic PDF claim form and email to [Claims@gocare.com](mailto:Claims@gocare.com)
  - b. By phone - Call 1-855-462-2731 Monday – Friday, 8am – 5pm MST
2. GoCare will email the parent, explaining the claim has been received, and the deductible needs to be paid. Example of outgoing email:

As a valued customer, we would like to advise you, that your claim has been submitted. However, we cannot proceed with the claim until your deductible has been paid. **Support specialists can be reached by phone at (855) 462-2731 Monday- Friday 8am- 5pm Mountain Standard time, to make a payment.** Should you have any further questions or concerns, please do not hesitate to contact us.

3. If GoCare does not hear back from the parent within a couple hours after the claim has been filed, a phone call will be placed in an attempt to collect payment for their deductible.
4. Once the deductible has been paid, GoCare will inform the parent to drop the damaged device off at their designated repair facility (see below), with a copy of the completed claim form.

Repair Facility	Contact	Phone	Assigned School
Digital Doc's Cedar Rapids 124 Collins Rd NE Cedar Rapids, IA 52402	Bob Greer	319-731-1344	Regis Middle School

5. All status updates will be sent to the parents email address that was provided on the claim form.
6. Once the repair is completed, the repair facility will contact the parent and advise them their device is ready to be picked up and they will advise GoCare that the repair is completed.
  - a) In the event, a device is damaged beyond repair, GoCare will issue and send a replacement check (\$399) to Regis. Regis will be responsible for purchasing a new device. An email will be sent to the parent and a copy to Regis at: **TBD (need to get with Beth)**

Example of outgoing email to the parent

The diagnostic results concluded that your device is damaged beyond repair and a replacement will need to be issued. A status update was provided to Regis Middle School and they will be issuing you a replacement device. Please contact Regis Middle School for obtaining your next steps in this process.

Should you have any further questions or concerns, please do not hesitate to contact us

- b) The repair facility will ship the broken device to GoCare