

How to Submit a Claim

How to create your account:

1. To find your schools' landing page, go to www.wellfleetstudent.com and enter your school's name (Lehigh University).
2. From the school landing page, you can click on the three horizontal lines in the top right corner and choose "My Account"
3. Click on "Create a New Account" located under "Getting Started"
4. Complete the Authentication Required page
5. After all information has been entered, click on "I'm not a robot" then click on "Create Account"
6. Complete the Two-Step Verification process and click on "Send Code"
7. Once you have received your code, enter and click "Sign In". You will then be redirected to your account

How to obtain Claim related documents

1. Print receipt from Bursar's Account
2. Go to <https://studentaffairs.lehigh.edu/content/health-wellness-center> (HWC website)
3. Log into your Patient Portal
4. Navigate to "Appointment Scheduling" tab
5. Click "View Appointments"
6. Click "Previous Appointments"
7. Go to your Documents
8. Go to "Action"
9. View the "Encounter Summary" (Contains all necessary information for Claim)
10. Download the Encounter Summary (This is your claim related document)

How to submit a claim online:

After logging into your **WELLFLEET** account, follow these steps.

1. Click "Claims", then "Submit Claim Related Documents"
2. In the "Select document type to upload", select "Medical Claim"
3. Upload your documents, including itemized bills, original receipts, etc
4. If you wish to make any comments, you may do so in the "Comments" section and click the box immediately following that you certify that the information you provided is complete and true.
5. Click "Submit"