

When you receive a bill from your provider or hospital, examine it carefully to determine which steps below to follow.

If The Provider Has Already Billed Us

If the statement indicates your insurance company has been billed, there is nothing you need to do. You will receive a statement from us showing the amount we paid and if there is any balance you owe.

If We Haven't Been Billed Yet

If the statement says "Insurance Copy" or "For Insurance Purposes," send the bill to us for processing. No claim form is needed.

If You Aren't Sure

If you are unsure whether you have been billed, send us the bill anyway. We will determine the appropriate processing.

When You Need To Send The Bill To Us

When sending a bill to us (Send a copy and keep original for your reference.), be sure that all of the following items are indicated on the bill:

- **Your group number and personal identification number.** These are found on your Regence BlueCross BlueShield of Oregon identification card.
- **Itemization of charges.** The bill must clearly state all services provided and the charge for each service. We cannot make payments based on a "Balance Due" Statement.

- **Any pertinent details.** If services are the result of an accident, indicate the date of the accident, the type of injury sustained, and whether any other insurance company will be responsible (i.e., automobile, homeowner's liability, etc.).
- **Emergency room services.** If the bill is for emergency room services, we will need a copy of the hospital emergency room report before we can pay benefits. If you cannot obtain this report, we will request the report from the hospital – which will cause a short delay in processing the bill.

Where To Send The Bill

Send medical bills to:

Regence BlueCross BlueShield of Oregon
PO Box 1271 MS 3D
Portland, Oregon 97207-1271

Prescription Medications

You can obtain a reimbursement form from your employer or directly from us by calling our Customer Service Department or visiting our Web site at www.or.regence.com. Complete the form, attach the receipts, and send them to the address on the form.

Questions?

If you still have questions about filing a claim, call our Customer Service Department at (503) 225-5336 or toll-free at 1 (800) 452-7278. Or, you can call the number listed on the back of your Regence BlueCross BlueShield of Oregon identification card.