

# Just got a medical bill?

## The next steps are below.

**If you have a bill from a provider or a hospital, you'll want to file a claim if the care was a covered service. A closer look at the statement itself will help you identify what to do next:**

### Have we been billed?

#### If the provider has already billed us:

If the statement says your insurance company has been billed, you don't have to do anything. You'll get a statement from us showing the amount we paid and what, if any, balance you owe the provider.

#### If we haven't been billed yet:

If the statement says "Insurance Copy" or "For Insurance Purposes," send us the bill for processing. No claim form is needed. Claims must be filed within one year of the date of service.

#### Not sure?

If you can't tell if we've been billed or not, send it to us anyway. We'll determine what to do with it.

### How to send us a bill

Send us a copy and keep the original for your records. Be sure that all of the following information is on the bill:

- **Your group number and member number.** You can find these on your Regence member card.
- **Itemization of charges.** The bill must clearly state all services provided including provider's name, address and National Provider Identification (NPI) Number, diagnosis codes, procedure codes, and the charge for each service. We cannot make payments based on a "Balance Due" Statement.

### Send the bill to

**Regence BlueCross BlueShield of Oregon**  
**P.O. Box 30805**  
**Salt Lake City, UT 84130-0805**

If you're on Regence MedAdvantage, please send the bill to:

**Regence BlueCross BlueShield of Oregon**  
**Attn: Claims**  
**P.O.Box 12625**  
**Salem, OR 97309-0625**

### Prescriptions

Download the prescription drug claim from [myRegence.com](http://myRegence.com) or [regencerox.com](http://regencerox.com). Print and fill out the form, attach the receipts, and mail everything to the address on the form.

### Questions?

If you have any questions, call the number listed on the back of your member card. We'll be happy to explain anything.

