

Filing Claims... can be as easy as 1-2-3

1 Most Hospitals and Doctors will file a claim directly with us.

Please show your Blue Cross and Blue Shield identification card to the hospital or doctor. Most providers will file for you.

If you are filing a claim, please fill out the reverse side of this form. Help us avoid unnecessary delays by answering all questions completely.

2 Help us process your claims quickly...Insist on itemized bills.

We want to process your claims quickly, but we can't do so without properly itemized bills.

HERE'S WHAT WE URGE YOU TO DO:

1. Show the following instructions to the persons providing for your health care and ask them for bills that follow these instructions.
2. Attach ORIGINAL BILLS to this claim form. We recommend that you make copies of each bill for your personal records. The original bills will not be returned.

Is Medicare Your Primary Health Insurance Payer?

If YES, please be sure to send all bills to Medicare FIRST. (services not covered by Medicare may be sent directly to BlueCross and BlueShield FIRST). After you receive an "EXPLANATION OF BENEFITS" form from Medicare showing what was paid, send a copy of this notification with your medical bills and completed Health Insurance claim form to us for processing.

Itemized Bills for Medical Treatment or Surgery Should Show:

- Physician's name, address and phone number.
- Physician's tax identification number.
- Full name of patient, not just name of person to whom bill is addressed.
- Place where service was received (hospital, office or clinic).
- Diagnosis of illness or injury. If an injury give the date it happened.
- Description of service received.
- Date of each treatment or surgical procedure.
- Charge for each treatment or surgical procedure.

Bill for the Following Services Should Show:

AMBULANCE SERVICE (Check your policy to make sure you are covered for ambulance service):

- Date(s) when service was used.
- Base rate and mileage.
- Place where patient was picked up and driven to.

If transferred from one location to another, a letter from the attending physician giving the reason for the transfer must be attached to the bill.

Rental of Durable Medical Equipment:

A statement from the attending physician stating why the equipment was necessary must be attached to the bill. Also provide an estimate of how long the equipment will be used and the purchase price of the equipment.

If for long term use, please remember RENTAL IS PAID ONLY UP TO THE PURCHASE PRICE OF THE EQUIPMENT.

Private Duty Nursing:

- Bills must show whether the nurse is a registered nurse or a licensed practical nurse.
- Nurse's license or registry number.
- Date(s) of service.
- Type of care given.
- Charge for each hour or shift.

A letter from the physician stating why nursing care was necessary, as well as the nurses progress notes, must be attached to the nurses bill.



**BlueCross BlueShield
of Illinois**