

# How to Tell Your Doctor's Office About RGA

Many people think that Regence Group Administrators (RGA) is actually Regence. This is an honest mistake. We both manage health benefits. And our names and our logos are almost the same. That's because we are, in fact, related. But RGA is a separate company with our own health plans, and different addresses and phone numbers.

## Why does this matter to me?

Your doctor's office might contact Regence by mistake. If that happens, you may be told that you are not showing up as a member. That is because your doctor's office called the wrong health plan. Make sure they contact Regence **Group Administrators**. The payment of claims can also be delayed, or even denied, if your claim is sent to Regence instead of Regence Group Administrators.

## How can I help clear the confusion?

1. When showing your RGA member ID card to your doctor's office, make sure to tell them that you are with Regence **Group Administrators** and not Regence.



2. Point out the different phone numbers, mailing address, and claims payer ID on the back of your member ID card.

		<b>www.accessrga.com</b>	
	An Independent licensee of the BlueCross BlueShield Association.	Customer Care: 866-738-3924	
	Regence contracted providers, please submit EDI claims to Availity, using payer ID RGA01 or paper claims to the address below.	Provider Locator: 800-810-2583	Number to call to confirm health benefits coverage
	Other providers: Please submit claims to your local BlueCross BlueShield Plan for BlueCard processing. Call your local Plan for questions on claims.	Eligibility: 800-676-2583	
	Send inquiries to the Mail Administrator at: PO Box 52890 Bellevue, WA 98015-2890	Pharmacy Benefits: 800-XXX-XXXX	
How to submit claims	→		
Mailing address	→		
		Important - Preauthorization may be a plan requirement. To avoid potential benefit penalties, call Customer Care.	
		RGA provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.	
		This card is not an authorization for services or a guarantee of payment.	
		Pharmacy benefits administrator	

If either you or your doctor's office have any further questions about your benefits or coverage, contact RGA at **1-866-738-3924** or visit **www.accessrga.com**