

Health Insurance Claim



BlueCross BlueShield  
of Illinois

Experience. Wellness. Everywhere.®

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

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## 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, including pharmacists, 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 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. When Medicare sends you an Explanation of Benefits, Medicare will also send their payment information for your claim directly to Blue Cross and Blue Shield. You do NOT need to send us a copy of your Explanation of Benefits from Medicare. After Medicare sends us their payment information, Blue Cross and Blue Shield will process your claim and send an Explanation of Benefits to you.

### 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 surgery.
- Charge for each treatment or surgery.

### Pharmacist Bills Should Show:

- Name and address of pharmacy.
- Full name of patient, not just name of person responsible for payment.
- Date(s) of purchase(s).
- Prescription number(s) and name of drug(s) purchased.
- Separate charge for each prescription.
- Computerized listings must have the pharmacist's signature (or rubber stamp) and license number on each page.

IMPORTANT: CASH REGISTER/CREDIT CARD receipts or LISTINGS made by you of drugs purchased CANNOT BE USED because they do not give the information just described. The pharmacist must give you bills with itemized charges plainly written on each bill.

SPECIAL NOTE: You can avoid filing your prescription drug claims and save money by having your pharmacist file using the BlueScript service. Just show your Blue Cross and Blue Shield identification card to the pharmacist, in most cases, he'll do the rest.

### 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(s) 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.

