

How to Tell Your Doctor's Office About RGA

Many people think that Regence Group Administrators (RGA) is actually Regence BlueShield. This is an honest mistake. We both manage health benefits. And our names and our logos are almost the same. But RGA is a separate company with our own health plans, for this reason it's important to note we have different addresses and phone numbers.

Why does this matter to me?

Your doctor's office might contact Regence BlueShield by mistake and be told that you are not showing up as a member. This is a good time to confirm that they called the number on the back of your card and not Regence BlueShield. The payment of claims may be delayed, or even denied, if your claim is sent to Regence BlueShield instead of Regence Group Administrators.

Make sure they contact **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 BlueShield.



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

How to submit claims →

Mailing address →



An independent licensee of the BCBSA serving select counties in Washington

Regence contracted providers: Please submit EDI claims to Availity, using **payer ID RGA01** or paper claims to the address below.

Other providers: Please submit claims to your local BlueCross BlueShield Plan for BlueCard processing. Call your local Plan for questions on claims.

Send Dental and Vision Hardware claims and inquiries online through your RGA Member Portal or by mail to the Mail Administrator at: PO Box 52890 Bellevue, WA 98015-2890.

www.accessrga.com

Customer Care: 866-738-3924

Provider Locator: 800-231-5678

Eligibility: 800-134-5678

Nurse line: 877-596-0967

Dental: 800-234-5678

Telehealth: 206-686-2583

Pharmacy Benefits*: 206-686-2583

*Contracts directly with group

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. For Dental coverage, you may use the RGA Dental Network.

This card is not an authorization for services or a guarantee of payment

Pharmacy benefits administrator*

← Your RGA Customer Care number

← Other numbers to call to confirm health benefits coverage

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