How to Submit a Claim to RGA

If you receive medical, dental or vision services from an out-of-network (OON) provider, you may be asked to pay the charges upfront. In some cases, the OON health care professional will file the claim for you; however, they are not required to do so.

If the procedure/service is covered under your Plan's available out-of-network benefits (subject to any applicable deductibles or copay), you may be eligible for reimbursement.

To submit a claim for reimbursement, choose the option below that is best suited for you:



Option 1:
Electronic Submission

A DocuSign

1. Go to https://or.accessrga.com/member-forms
2. Scroll to **Member Reimbursement Claim Form** and click **Complete Online**
3. Complete and submit the form and a copy of your itemized receipt, bill, and/or invoice through DocuSign

- OR -

B RGA Member Portal

1. Login to the member portal: https://memportal.accessrga.com/login?context=rgaor
2. In the member portal, click on **Manage Claims & Deductibles**, click on **Submit a Claim**, and follow the prompts - be sure to also upload a copy of your itemized receipt, bill, and/or invoice



Option 2:
Paper Submission

1. Go to https://or.accessrga.com/member-forms
2. Scroll to **Member Reimbursement Claim Form** and click **Download pdf**
3. Fill out the form in compatible PDF software like Adobe Reader or Acrobat
4. Use one of the submission options below:

A **Fax** the completed form and a copy of your itemized bill and/or receipt to: **866-458-5488**

- OR -

B **Mail** the completed form with a copy of your itemized receipt, bill, and/or invoice to:

RGA
Attn: Claims Department
PO Box 85008
Bellevue, WA 98015-5008

IMPORTANT:

Remember your claim submission must include the following codes in order to prevent delays or denial. This data can often be located on the provider billing statement:

- Procedure or Service Codes (CPTs or HCPCs)
- Diagnosis Codes (in ICD format)
- Provider's NPI Number
- Provider's Tax ID Number (TIN)

Note: Claims may take up to 25 days to appear in the RGA portal.

All claims for reimbursement must be submitted within one year of the date the service was provided.

Visit accessrga.com to log in to your RGA account

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