

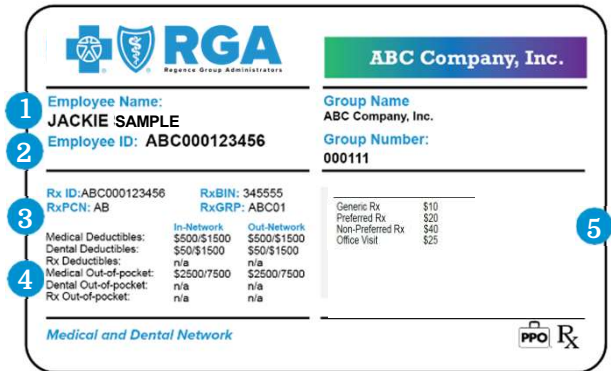
Understanding Your Member ID Card & the RGA Network

Learn about your Member ID card and how the RGA network works with BlueCard. If your doctor's office is not familiar with RGA, you can share this information with them.

Information on Your Member ID Card:

Front of the ID card

- 1 The employee name listed here is for the subscribing member of the health plan. All dependents enrolled on the plan use this employee ID number*
- 2 Your group ID number
- 3 Your Pharmacy information, if applicable
- 4 Your in-network deductibles, out-of-network deductibles, and out of pocket maximums**
- 5 Personalized information about your benefits**



RGA
Regence Group Administrators

ABC Company, Inc.

Employee Name: JACKIE SAMPLE
Employee ID: ABC000123456

Group Name: ABC Company, Inc.
Group Number: 000111

	In-Network	Out-Network
Medical Deductibles:	\$500/\$1500	\$500/\$1500
Dental Deductibles:	\$50/\$1500	\$50/\$1500
Rx Deductibles:	n/a	n/a
Medical Out-of-pocket:	\$2500/7500	\$2500/7500
Dental Out-of-pocket:	n/a	n/a
Rx Out-of-pocket:	n/a	n/a

Pharmacy Benefits:

Generic Rx	\$10
Preferred Rx	\$20
Non-Preferred Rx	\$40
Office Visit	\$25

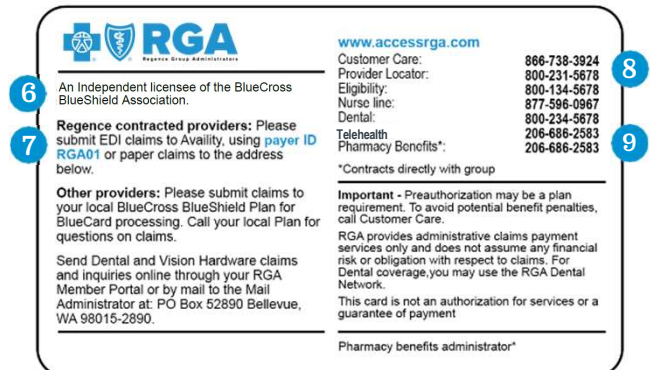
Medical and Dental Network

PPD Rx

*Some ID cards list the names of dependents. Some ID cards list only the name of the employee. Listing names of dependents on cards is an employer's choice. Either way, the benefits on ID cards are for the employee named on the left of the card. Dependents on the employee's plan may have different coverage than the employee. Always verify your personal plan benefits before receiving services.

Back of the ID card

- 6 Identifies your health plan administrator as **Regence Group Administrators**
- 7 Information for your provider or facility to submit claims
- 8 RGA Member portal to access your member account
- 9 Important telephone numbers for your plan**



RGA
Regence Group Administrators

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: 206-688-2583
Pharmacy Benefits: 206-688-2583

***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*

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.

**Note: Not all benefit details above apply to all health plans. ID cards will display different information based on your health plan.

The RGA Network & BlueCard Program

The RGA Network has access to BlueCard which enables RGA members to obtain health care service benefits while traveling or living outside the PNW by accessing the local Blue providers that service that area.

When presenting your member ID card using the BlueCard Program, it's best to communicate that coverage is by the local Blue. Example: if Jackie Sample is an RGA member that lives in Miami, FL, she has access to Florida Blue since that is the local Blue.



View a digital version of your member ID card by logging in to the member portal by visiting accessrga.com, or scan the QR code and choose Oregon.