

## How to Tell Your Doctor's Office About RGA

Many people think that Regence Group Administrators (RGA) is actually Regence BlueCross 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 BlueCross 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 BlueCross BlueShield. The payment of claims may be delayed, or even denied, if your claim is sent to Regence BlueCross BlueShield instead of Regence Group Administrators.

Make sure they contact **Regence Group Administrators**.

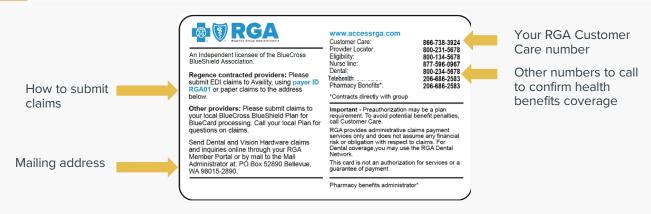
## How can I help clear the confusion?

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 BlueCross BlueShield.



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



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**