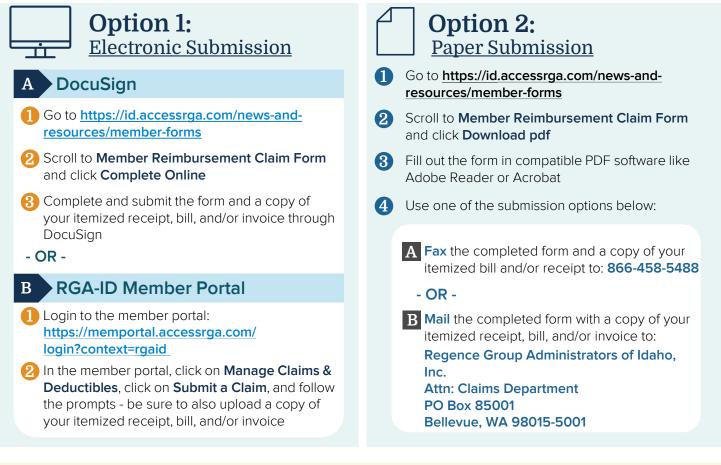# How to Submit a Claim to RGA-ID

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://id.accessrga.com/news-and-resources/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-ID Member Portal

1. Login to the member portal: **https://memportal.accessrga.com/login?context=rgaid**

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://id.accessrga.com/news-and-resources/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:

Regence Group Administrators of Idaho, Inc.
Attn: Claims Department
PO Box 85001
Bellevue, WA 98015-5001

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

Visit **accessrga.com** and select Idaho to access your RGA-ID Account