

INSTRUCTIONS TO SUBMIT A MAJOR MEDICAL CLAIM



When you have enough charges to satisfy your deductible, you may file a Major Medical claim! You DO NOT have to wait until the end of the year. In fact, you will probably get faster service if you send charges quarterly throughout the year. Details about your deductible can be found in your benefit booklet.

When you complete the attached Major Medical Claim Form, please follow the instructions carefully.

Unless every question is answered, we will return the form to you for the information. YOUR PAYMENT WILL THEN BE DELAYED.

1. Separate all bills for each family member. A separate claim form is needed for each person on your contract.
2. Bills must include:

- Name and address (on letterhead stationery) of person, store or other provider of service or supply (hospital, doctor, pharmacy, etc.).
- Patient's full name.
- Type of service or supply: Type of doctor's visit (brief, intermediate, extended, etc.), type of x-ray (leg, chest, etc.).
- Date each service or supply was provided.
- Doctor's diagnosis and/or patient's chief complaint for each service.
- Amount charged for each service or supply. (See examples below.)

**BILLS MISSING
ANY OF THIS
INFORMATION WILL
BE RETURNED
TO YOU**

The following are not acceptable: cash register receipts, cancelled checks, money order receipts, personal lists. You must submit the original bills, receipts and forms. Please keep copies; bills cannot be returned.

3. BILLS FOR THE FOLLOWING SERVICES SHOULD HAVE THIS ADDITIONAL INFORMATION.

- Prescription Drugs: Prescription number, name of drug, name of prescribing doctor.
- Private Duty Nurse: A Private Duty Nursing Certification Form must be submitted with each claim. Please contact our Claim and Benefit Service Division to obtain these forms. Please refer to your benefit card for the phone number.
- Durable Medical Equipment: Durable medical equipment must be certified as medically necessary by your physician on a Durable Medical Equipment Certification Form. Please contact our Claim and Benefit Service Division to obtain these forms. Please refer to your benefit card for the phone number.
- Blood Charges: Include the number of pints received, charges for each, and the number of pints replaced by donors. When sending bills, please circle only the services or supplies you are claiming. If you have received any payment or rejection notices from CareFirst BlueCross BlueShield, Medicare or other insurance, please send them to us. These notices are usually called "Summary or Explanation of Benefits" sheets.
4. **STOP!**

PLEASE KEEP COPIES OF YOUR BILLS. SUBMITTED BILLS CANNOT BE RETURNED TO YOU.

EXAMPLES OF ACCEPTABLE BILLS TO BE SUBMITTED WITH THIS CLAIM FORM

ACCEPTABLE

PHYSICIAN BILL

John Doe, M.D. 456 Main Street Hometown, U.S.A.		March 1, 1999
To Richard Roe		
2/01/99 Extended Office Visit - Cold	\$ 35.00	
2/10/99 Consultation - Diabetes	\$ 50.00	
2/28/99 Brief Home Visit - Virus	\$ 25.00	
	\$ 110.00	

PRIVATE DUTY NURSING BILL

789 Main Street Hometown, U.S.A.		May 4, 1999
To Mrs. Robert Doe		
Monday 2/7/99 8 AM - 12 AM	\$40.00	
Thursday 2/8/99 8 AM - 12 AM	\$40.00	
	\$80.00	
Service Prescribed by John Roe, M.D. 2/4/99	Emms Jones, RN Registration No. 27595	

NOTE: Private duty nursing bills must be accompanied by a Private Duty Nursing Certification Form. See instructions above.

PRESCRIPTION DRUG BILL

Roe Pharmacy 100 Main Street Hometown, U.S.A.	
Drug Name	March 2, 1999
Myra Doe, RX 976-384	\$4.50
Dr. John Smith	

LICENSED PHYSICAL THERAPIST

John Jones, L.P.T. 123 Main Street Hometown, U.S.A.		April 21, 1999
Date of care: 3/10/99		
Physical therapy office visit for Mechanical Traction		
Diagnosis: Ruptured Disc	\$18.00	
Patient: Terry Snow		

NOT ACCEPTABLE

Hometown, U.S.A.		March 1, 1999
John Doe, M.D.		
To Richard Roe		
Professional service rendered	\$116.00	

Missing: Dates, types and levels of service, amount charged for each service, and diagnosis or chief complaint.

Received from		May 7 19 99
<i>Alex. John Doe</i>		
Eighty		Dollars
<i>Pauline Hill</i>		
\$ 80.00		<i>Emma Jones</i>

Missing: Dates and shifts worked, amount charged for each shift, the doctor's name, degree and registration number of nurse.

Receipt	
March 2, 1999	\$4.50
Thank You	
Roe Pharmacy	

Missing: Pharmacy's address, patient's name, RX number, drug names and doctor's name.

John Jones, L.P.T. 123 Main Street Hometown, U.S.A.		April 21, 1999
Services rendered for physical therapy		
	\$18.00	

Missing: Date of care, type of care, diagnosis, patient's name.

PLEASE READ:

The numbered items on this page thoroughly explain the matching questions on the facing page.



Read Section 1 of instructions and then complete Section 1 of the claim form etc. ... please print or type

All questions must be answered or the claim will be returned.

1. SUBSCRIBER AND PATIENT INFORMATION:

The subscriber is the name that is on your CareFirst BlueCross BlueShield Membership card.

Copy your membership number from your membership card.

Fill in your present address and telephone number.

Copy your group number (example: X050 or 0442) from your membership card and fill in the name of your employer.

Complete the patient information fully, even if the subscriber and patient are the same person.



2. MEDICAL INFORMATION:

This section refers to injuries, conditions, diseases, or ailments that required the service and supplies shown on the bills you are submitting with this claim form. Please list the illness(es) and the date on which it first occurred.

FOR EXAMPLE:

ACCEPTABLE

NOT ACCEPTABLE

A. Diabetes 1/1/99

A. Laboratory test 1/1/99

B. Asthma 3/25/99

B. See Attached



3. ACCIDENTAL INJURY:

If this question does not apply to the attached bills, please check no. If yes, complete all questions.



4. WORK RELATED INJURY:

Check yes or no. DO NOT LEAVE BLANK.



5. MEDICARE:

These questions must be answered regardless of age. CHECK "YES" OR "NO". If yes, give effective date of Medicare entitlement (from Medicare Health Insurance card). Medicare is a federal health insurance program for people 65 or over and for certain disabled individuals.



6. OTHER HEALTH INSURANCE COVERAGE:

IF THE ANSWER IS YES, BE SURE TO COMPLETE ENTIRE SECTION. Please send itemized bills along with payment or rejection notices from the other insurance company. This question must be answered or claim will be returned.



7. AUTHORIZATION AND SIGNATURE:

Please read the authorization and sign the claim form. Forms without signatures will be returned.

When all the above items have been completed and checked, mail the claim form and itemized bills to:

CareFirst BlueCross BlueShield
Mail Administrator
P.O. Box 14115
Lexington, KY 40512-4115



TEAR OFF this sheet. Send us only the Major Medical claim form on opposite page and appropriate bills.

