# 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:
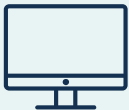
### Option 1: Electronic Submission

**A  DocuSign**

1. Go to https://or.accessrga.com/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 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/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:
**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)
- Provider's NPI Number
- Diagnosis Codes (in ICD format)
- 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.