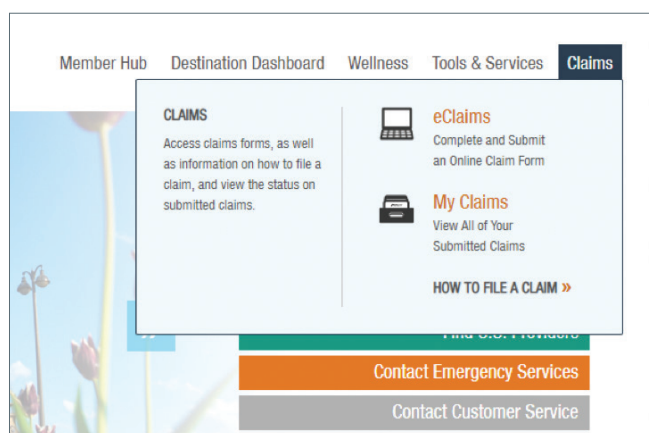


Through the eClaims option, you can file claims quickly and with greater accuracy. You can access this tool through the Member Hub on www.geo-blue.com or through our mobile app. Get started by registering! Visit www.geo-blue.com and click on “Register” in the Account Login section. Be sure to have your ID card available.

To file an eClaim, **simply click on “Claims” in the top right corner and click “eClaims”**. You’ll be directed to a summary page where you can click **“File a New eClaim” to start the process**. You’ll need to enter some preliminary information first and then be sure to follow the steps to finish the claims process.



eClaims Summary		
FILE A NEW eCLAIM		
Unsubmitted eClaims		
Incomplete or unfinished submissions. You may have chosen to “save your progress”		
Nickname	Claimant	Status
CLM 25-Jul-2019	MR. JOHN HOPKINS	40% Co
CLM 24-Jul-2019	MR. JOHN HOPKINS	60% Co
CLM 01-Jul-2019	MR. JOHN HOPKINS	60% Co



What information will I need to submit a claim?

You will need all bills and/or receipts related to the services you received from the healthcare professional. Please make sure your bill(s) and/or receipt(s) include the following information:

Medical Claims

- ☒ Name of patient
- ☒ Name and address of provider (*doctor, hospital, lab, etc.*)
- ☒ Description and amount charged for each service
- ☒ Total charge
- ☒ Diagnosis or reason treatment

Outpatient Prescription

- ☒ Date filled
- ☒ Medication name
- ☒ Dosage
- ☒ Medication strength
- ☒ Quantity
- ☒ Copy of physician’s prescription (*if available*)

Not Acceptable as a Bill or Receipt

- ☒ Cancelled check
- ☒ Cash register receipt/register tape
- ☒ Balance due (non-itemized) statement



**BlueCross
BlueShield**
Global

Online Claims Management

eClaims: A quick and easy way to submit your claims!



Important tips to help speed up the claims process!

- If services were rendered for more than one family member, you will need to file an eClaim for each person.
- If you have multiple invoices for the same member, you only need to file one eClaim for those expenses.
- If you are covered by other health insurance, you will need to have the details of that insurance ready when completing the eClaim.
- All claims need to be filed within twelve months of the date of service.

Download the mobile app today!

Log in using your username and password from
www.geo-blue.com or register as a new user through the app using your ID card.



Need assistance? We're here to help 24/7/365. Just call the number on the back of your ID card.

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