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October 3, 2011

Changes to the mailing frequency of our Explanation of Benefits (EOBs)

Starting in November we'll go from issuing EOBs daily to issuing them twice a month for our Individual, group and Medigap members. The timing for Regence MedAdvantage EOBs won't change at this time.

We're making this change because members have told us that too many claims statements creates information overload. Plus, reducing mailings is better for the environment.

There will be no change in how we process claims or pay providers. Furthermore, we aren't changing the mailing frequency for EOBs that accompany reimbursement checks.

We'll notify groups through a stuffer (sample attached) in their billing statements beginning with November 2011 bills.

We'll notify Individual members through a note on their EOBs at the end of October and via myRegence.com.

We appreciate your help addressing questions or concerns about our new EOB schedule.

If you have any questions, please contact your [Regence sales executive](#).



IMPORTANT

Thank you for choosing Regence to provide your health insurance coverage. We want to notify you of a change we are making to our explanation of benefits (EOB) mailing process. This change is being made based on feedback from our members that they receive too many claims statements in the mail; plus, fewer mailings will be more environmentally friendly.

In an effort to streamline communications and adopt a more sustainable approach to our EOB mailing process, starting in November we'll be generating a summary of claims information statement twice a month.

A clear understanding of claims is vital to our members—especially when it comes to making informed choices about health care. We hope this new streamlined process will facilitate that understanding.

Be assured that this change will not impact how we process claims or pay providers. **Also, we are not changing the frequency for mailing EOBs with reimbursement checks.**

Members can find more information about this change by visiting myRegence.com.

If you have any questions regarding our revised EOB mailing process, please talk to your agent or Regence sales representative.

Regence is an independent licensee of the Blue Cross and Blue Shield Association