

INSTRUCTIONS

IMPORTANT !

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE COMPLETING THE REVERSE SIDE.

Do not wait until the end of the year to file your claims as this causes unnecessary delays in processing. Claims must be submitted no later than 18 to 24 months (check benefit plan for specifications) from the time the service was rendered to be considered for payment.

Your original itemized statements/bills cannot be returned. **You should keep photocopies** for your own records.

A. When filing a claim, please:

1. Complete form using black or blue ink.
2. Answer all questions on the reverse side of this form. Missing or incomplete information may result in delayed processing or possibly the return of your claim(s) for additional information.
3. Submit a separate claim form for each family member for whom you are making a claim.
4. Attach itemized statements and bills that have been completed by professional medical sources.
 - Pharmacy bags are acceptable as itemized statements for prescription drug charges as long as they contain all the required information.
 - The following are **not acceptable as proof** for incurred charges:
 - a. Canceled checks
 - b. Cash register receipts
 - c. Visa/MasterCard receipts
 - d. Statements prepared by the person(s) submitting this claim form.
5. Translate itemized statements and bills into English for services received outside the United States.
6. Mail completed forms and itemized bills to: **Blue Cross Blue Shield of Delaware
P.O. Box 8831
Wilmington, DE 19899-8831**

B. Please use this space to give us any additional details which may be helpful to us in processing this request.

- C.** Did you remember to:
- Attach your receipts
 - Indicate the diagnosis
 - Date this claim form
 - Sign this claim form

Thank you for choosing Blue Cross Blue Shield of Delaware. We look forward to serving you.