

December 16, 2020

Re: **NEW EOB AND PAPER REMITTANCE ADVICE**

Dear Provider Partner:

WHY YOU'RE RECEIVING THIS LETTER

Blue Cross and Blue Shield of Kansas City (Blue KC) is introducing newly redesigned Explanation of Benefits (EOB) forms to enhance the member experience by making the information included in these documents easier to read and understand. Providers will see minor changes to the Paper Remittance Advice. We wanted you to be aware of the EOB changes in case your patients reach out to you with questions.

WHAT YOU NEED TO KNOW

- The change is effective January 1, 2021. This means members with claims processed in early January will begin receiving the new EOBs in mid-January.
- The Paper Remittance Advice have been designed to be better streamlined and will include the same helpful information that you are accustomed to receiving. There will be no change to the Electronic Remittance Advice.
- The new EOB design includes an easier-to-read, detailed breakdown of claim(s) clearly highlighting the member's Blue KC discount, what Blue KC is covering, the member's copay and more. A new section features the member's healthcare-related financial savings.
- EOBs will now be generated within approximately 14 days of a claim being processed as opposed to each time a claim is processed. If multiple claims come in within the approximate 14-day window, they are included on the same EOB. This cuts down on the amount of paperwork members receive, while still providing timely and important details on a regular basis.
- Members can view their EOBs anytime in the "Claims & Usage" section of the MyBlueKC.com member portal. And members can sign up for paperless EOBs in the "Communication Preferences" section.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions about any of this information, please contact the Blue KC Provider Hotline at 816-395-3929.

PROV_1025_121620

Sincerely,

A handwritten signature in black ink that reads "Evelyn D. Davidson". The signature is written in a cursive style and is placed on a light gray rectangular background.

Evelyn D. Davidson
Director, Provider Relations