

GENERAL INSTRUCTIONS FOR COMPLETING THIS CLAIM FORM

IMPORTANT:

Read this form carefully before completing.

This is a sample benefit identification card. Claim forms without all required numbers from your card will not be processed.

The image shows a sample benefit identification card for Kansas City. The card is light blue with a white border. At the top left, there is a logo consisting of a blue cross and a shield with a caduceus, followed by the text "Kansas City". Below the logo, the card is divided into several sections. On the left side, there are three red arrows pointing to specific fields: "Certificate Number" points to the "ID#: YBC000000000" field, "Suffix" points to the "SUFFIX: 00" field, and "Group Number" points to the "GROUP #: 00000000" field. The card also contains a table of rates for emergency services, a section for customer service, and a prescription symbol (R) at the bottom right.

Kansas City	
MEMBER NAME	
ID#: YBC000000000	
SUFFIX: 00	
GROUP #: 00000000	EMER ROOM 200.00
PLAN: PPO	URGENT CARE 30.00
	OFFICE VISIT 30.00
CUSTOMER SERVICE:	RXBIN: PCN: GROUP:

Be sure to copy the information exactly as it appears on your benefit identification card.

IMPORTANT:

1. Obtain Prescription Drug Claim forms from your employer.
2. Keep copies of all bills for your records.
3. Use a separate Claim form for each patient and each pharmacy.
4. When should the Claims Form be used?

Employee should use the Claim form to receive reimbursement if (a) purchasing prescription drugs at a non-participating pharmacy or (b) purchasing drugs outside the service area.

5. How to file and substantiate a claim?

The employee should complete Part 1 and ask the pharmacist to complete Part 2 of the Claim form. Claim form must be completed in full or it will be returned to the employee for completion. **AVOID DELAY – COMPLETE ALL REQUIRED AREAS OF INFORMATION.**

NOTE: Any person who knowingly and with intent to deceive or defraud files a claim containing false, incomplete or misleading information may be in violation of state law. Use of the mail to defraud is a violation of federal law.