

How to Tell Your Doctor's Office About RGA of Idaho

Many people think that Regence Group Administrators of Idaho (RGA of Idaho) is actually Regence BlueShield. This is an honest mistake. We both manage health benefits. And our names and our logos are almost the same. RGA of Idaho is a separate company with our own health plans, and different addresses and phone numbers.

Why does this matter to me?

Your doctor's office might contact Regence BlueShield by mistake and be told that you are not showing up as a member. That is because your doctor's office called the wrong health plan. The payment of claims may be delayed, or even denied, if your claim is sent to Regence BlueShield instead of RGA of Idaho.

Make sure they contact [RGA of Idaho](#).

How can I help clear the confusion?

1. When showing your RGA of Idaho member ID card to your doctor's office, make sure to tell them that you are with RGA of Idaho and not Regence BlueShield.



2. Point out the different phone numbers, mailing address, and claims payer ID on the back of your member ID card.

How to submit claims →

Mailing address →



Regence Group Administrators of Idaho, Inc. is an Independent Licensee of the Blue Cross and Blue Shield Association.

Regence contracted providers: Please submit EDI claims to Availity, using [payer ID RGA01](#) or paper claims to the address below.

Other providers: Please submit claims to your local BlueCross BlueShield Plan for BlueCard processing. Call your local Plan for questions on claims.

Send inquiries online through your RGA of Idaho Member Portal or by mail to the Mail Administrator at:
PO Box 85001
Bellevue, WA 98015-5001

www.accessrga.com

Customer Care: 833-670-0899
Provider Locator: 800-810-2583
Eligibility: 800-676-2583

*Contracts directly with group

Important - Preauthorization may be a plan requirement. To avoid potential benefit penalties, call Customer Care.

RGA of Idaho provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.

This card is not an authorization for services or a guarantee of payment.

Pharmacy benefits administrator

← Your RGA of Idaho Customer Care number

← Other numbers to call to confirm health benefits coverage

If either you or your doctor's office have any questions about your member benefits or plan coverage, contact RGA of Idaho at **1-833-670-0899** or visit accessrga.com