Provider EOB/RA: Frequently Asked Questions

EOB = Explanation of Benefits (Professional)

RA = Remittance Advice (Institutional)



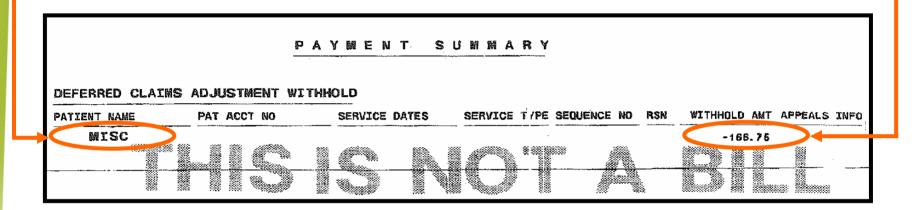
Miscellaneous "take backs"

Notice of a "take back" vs. an actual "take back"

Zero-pay voucher



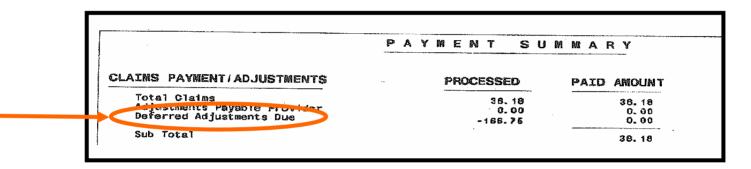
Q: What does it mean when the EOB/RA states, "MISC" and there is a negative amount?



A: When the EOB/RA states "MISC", it indicates that a BlueCard Accounts Receivable ("AR") was converted during Anthem's system migration. You may contact BlueCard Customer Service at 888-817-3717 for posting information.



Q: How can I distinguish between a notice of a "take back" and an actual "take back?"

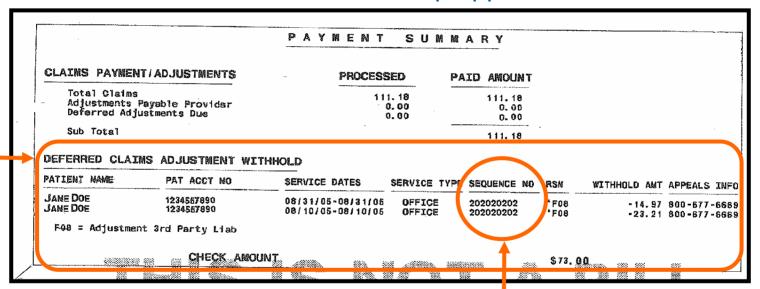


A: Anthem will first notify you of a "take back" through your EOB/RA,
 and there will be a notation stating "Deferred Adjustments Due" on the Financial Summary page.

 Note: You will also receive a letter informing you of the "take back" advising you that you have 30 days from the date of the letter to refund the money before the refund will be subtracted from a future payment.



A: When Anthem actually recoups or "takes back" the money, the EOB/RA will state "Deferred Adjustments Withhold" and details will indicate which member the recoup applies to.



Note: The easiest way to match the EOB/RA showing the "take back" with the original remit showing payment is to match the Sequence
 Numbers.



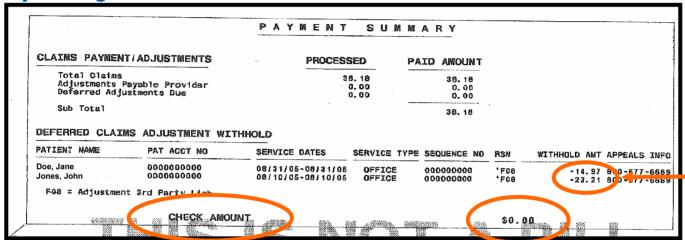
A: "Deferred Adjustments Withhold" (continued)

Note: The easiest way to match the EOB/RA showing the "take back" with the original EOB/RA showing payment is to match the Sequence Numbers.

PATIENT ACCT NUMBER	PATIENT NAME NETWORK CLAIM NBR	CONTRACT	SERVICE DATES FROM TO	APPROVED DAYS	TOTAL CHARGES	PROVIDER LIABILITY	· · · · · · · · · · · · · · · · · · ·
CLAIM NUMBER	MEMBER ID NUMBER	ACTION CODE	REIM RATE	PAID DAYS	COVERED CHARGES	MEMBER LIABILITY	CLAINS PAID AMOUNT
234567890	DOE J	IPSH	082707 083107	003	3166.06-	2576.69 -	
987654321	1234567890	F04	100%/NW01	4	689.37-	25.00-	564.37 -



Q: Why do I get an EOB/RA with no check attached?



A: When Anthem processes claims, we provide you with an EOB/RA explaining how your claim was processed. In this example:

- An Accounts Receivable, or "AR", was due to Anthem in the amount of \$100.00
- The following payments were withheld to offset the monies due:
 - \$14.97 for member Jane Doe
 - \$23.21 for member John Jones
 - \$14.97 + 23.21 = \$38.18
- Note: Since the \$38.18 withheld did not satisfy the \$100.00 AR. The remaining \$61.82 will show on the next EOB/RA and continue until the AR is satisfied.



Questions?

