

## Changes to our prior claims processing system impacts access to claims on myRegence.com

Regence has completed moving the majority of our business over to our new claims processing system. As a result we will be phasing out the prior system. Due to this phase-out, members who are registered on myRegence.com and who had coverage on the prior system will receive a series of emails beginning in mid-August with the message below. The intent of the email message is to provide information and instructions on how to access and view older claims that were processed on the prior system. A notice will also be posted to the claims page on myRegence.com directing members to Customer Service for personalized assistance, if they are not finding the claim information they are expecting to see.

Please note, if a member originally enrolled on a Regence Innova<sup>®</sup>, Regence Engage<sup>®</sup>, Regence Activate<sup>SM</sup>, Regence HSA Healthplan 2.0<sup>SM</sup>, Regence Encore<sup>SM</sup>, Regence Expressions<sup>SM</sup>, or Regence Evolve<sup>SM</sup>, they are not impacted by these changes and will not receive the email messages.

Below is the message that will be emailed to impacted members:

### Changes in Online Claims Display

On October 1, 2011, we will be making some changes to our claims processing systems. These improvements will provide a better user experience for all of our members. However, there will be some interruptions in your ability to view claims online.

If you need access to your claims data—for this year and past years, if applicable—you should download your information now. Plan ahead! You might need this information for tax purposes, flexible spending accounts and so on. So download your claims today.

Here's how:

1. Log in first, then visit the Claims page  
(<https://www.myregence.com/mxp/claims/viewClaims.do?WT.svl=2>)
2. Choose the coverage you would like to view. If you have previous coverage you would like to view, select it from the drop down menu.
3. Click Download All Claims and choose the file type—either Adobe PDF or Microsoft Excel. You can also password-protect the file if you like.
4. Save the file for future reference.

You can also search for a particular claim by provider name or claim number. Keep in mind, if you don't see a claim, that doesn't mean it hasn't been processed. If you can't find the claims information you need, please [contact us](#).

We are also working closely with the provider community to ensure that claims with dates of service prior to the system changes are submitted for processing in advance of the October 1 date. While these claims can still be processed on our new system after October, we are encouraging submission now in order to help ensure a smooth transition.

If members need assistance they can contact our Customer Service department. Customer Service will also be able to pull claims information after October, should members need it.

If you have questions, please contact your account representative.