



BlueCross BlueShield
of Illinois

300 East Randolph
Chicago, Illinois 60601 - 5099

1-800-624-1723

July 24, 2012

!S001
!V001
!V002
!S004

*** CLAIM INFORMATION ***

PATIENT'S NAME : !S002
CLAIM NUMBER : !V006
GROUP/ID NO. : !S003
SERVICE DATES : !D002 to !D012
PROV. PAT. NO. : !Z001
PROVIDER NAME : !V003
AMOUNT BILLED : !\$001

DEAR !S001

Thank you for your recent claim submission for the patient named above. We appreciate the opportunity to assist you.

Unfortunately, we are unable to process the claim for this patient because we find no record of coverage for the patient-insured shown above for the date(s) of service on the claim. Please verify that these numbers are correct. Once we receive the correct information, we will continue processing this claim.

Our service to you is a top priority. If you need help at any time, visit our Web site at the address shown below. You'll have secure, online access to check the status of a claim, locate a physician or hospital, get copies of claim forms and Explanations of Benefits, and use other helpful tools to help you manage your health care decisions.

If you have further questions, please call us at the toll-free number shown at the top of this letter. Any of our customer service representatives will be happy to assist you.

Sincerely,

Direct Markets Customer Service

325 274420 764-968-1

www.bcbsil.com

APF102-7 ESD 01/07/06

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an Independent Licensee of the Blue Cross and Blue Shield Association

BEFORE



**BlueCross BlueShield
of Illinois**

300 East Randolph
Chicago, Illinois 60601-5099
Address Service Requested

December 15, 2013

Claim Information

Patient Name: John Johnson
Claim No.: HCSC0000
Group/ID No.: 50000
Service Date: 11/12/13
Prov. Pat. No.: 00011111
Provider Name: Dr. Tom Phillips
Amount Billed: \$300.00

To contact us: 800-000-0000

Michael J. Johnson
300 East Randolph St.
Chicago, IL 60601

Subject: Help us with your claim

Dear Michael,

We received your claim for services with Dr. Phillips on November 13, 2013, and need some additional information. Our records show John didn't have insurance coverage with us on November 13.

Your next step:

- Call us at the number above to verify that the dates of service are correct

Our next step:

- Review your information when it's received and let you know the outcome

Our goal is to serve your health insurance needs through all of life's changes. If you have any questions, our team stands ready to help.

Sincerely,

Your Customer Advocates
Blue Cross and Blue Shield of Illinois

cc: Dr. Tom Phillips
2014 Plainfield Road
Suite 100
Anywhere, IL 60677

AFTER