



## New Hampshire Local Government Center HealthTrust Incentive Program

Because healthcare represents one of the most significant costs faced today, we have all become more educated to the drivers affecting healthcare costs. One way to assist in keeping costs under control is to review and watch for billing errors by monitoring your provider bills and processed claims statements. You can do this by reviewing an *Explanation of Benefits* (EOB)\* provided by Anthem Blue Cross and Blue Shield (Anthem) or accessing your claims information online through the “MyAnthem.com” section of [www.anthem.com](http://www.anthem.com).

With New Hampshire Local Government Center (LGC) HealthTrust’s Incentive Program, you may be eligible for 50 percent of the savings for each claim error that is identified and corrected—up to a \$1,000 maximum.

Here are the steps to take for ensuring proper billing and claims processing:

1. Each time you receive medical care, obtain and study your itemized hospital/doctor bill or statement of services. Check for duplicate services or services not rendered. To access online claims information, visit [www.anthem.com](http://www.anthem.com) as a “Member” from “New Hampshire” and log-in to “MyAnthem.com” to review and print “My Claims” information.
2. Review and compare the online claims information (or the EOB that Anthem sent you after processing a claim) to the bill or statement of services you received from the provider.

The following questions are just a few examples of what to consider:

- a. Did you receive all the medical services you were billed for?
  - b. Did Anthem pay for any services you did not actually receive?
  - c. Did you have an outpatient procedure that was billed as an inpatient stay?
3. If you find an error or discrepancy, report it to Anthem by calling the “for service” toll free number listed on the back of your medical plan ID card. You can also write to: Anthem Blue Cross and Blue Shield, Claims Department, PO Box 533, North Haven, CT, 06473-0533. Anthem will investigate the discrepancy and, when appropriate, reprocess the claim.
  4. Once the claim is corrected, submit a copy of both the original and corrected EOBs, or the printed claims payment information from “MyAnthem.com,” plus this completed *LGC HealthTrust Incentive Program Reimbursement Form*, to: New Hampshire Local Government Center, LGC HealthTrust Incentive Program, PO Box 617, Concord, NH 03302.

*NOTE: You may be mailed Internal Revenue Service Form 1099 for any incentive payment that is not considered tax-exempt.*

\*Anthem only provides *Explanation of Benefits* forms for services that require an employee to cost share beyond a copayment. However, you can log-in to “MyAnthem.com” anytime to review all of your claims history.

*(Please complete reverse side)*

LGC HealthTrust Incentive Program  
**Reimbursement Request Form**

I may qualify for a cash award through LGC HealthTrust's Incentive Program.

Name: \_\_\_\_\_

Street: \_\_\_\_\_

Town/City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Group number: \_\_\_\_\_

Identification number\*: \_\_\_\_\_

Group name: \_\_\_\_\_

*\*Identification number can be found on your medical ID card.*

Description of the billing error: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Enclosed are copies of my original bill, statement of services, or EOB (original and corrected one).



**Mail this completed form with all documentation to:**

New Hampshire Local Government Center  
LGC HealthTrust Incentive Program  
P.O. Box 617 • Concord, New Hampshire 03302  
Toll-Free: 800.527.5001  
Fax: 603.226.2988  
[www.nhlgc.org](http://www.nhlgc.org)