

Anthem Blue Cross and Blue Shield appreciates your interest in our List Billing program for Individual Customers. The following guidelines are for the List Bill designee and should be closely followed in order to prevent delays in claims processing.

Criteria for List Bill Arrangements

- The List Bill Arrangement is intended for a group of individual policies to be paid by a single payor as a convenience. It is not intended for use by families.
- A List Bill Arrangement must contain two or more subscribers to be eligible for or to maintain List Bill Arrangement status.
- Each person must hold an Individual Medical, Dental or Medicare Supplement policy in order to be on the List Bill Arrangement.

Applying for Coverage

- The Request for List Bill Arrangement form must be completed by noting all subscribers to be enrolled under the List Bill Arrangement.
- Each subscriber must complete an individual application for coverage and the Permission to Provide List Bill Arrangement form.
- The Permission to Provide List Bill Arrangement form must be signed by the applicant. If the applicant is a minor, it must be signed by a parent or guardian.
- A completed copy of the Request for List Bill Arrangement form must be signed by the List Bill Administrator (the person who handles the applications, forms, and premium payments for the group of individual policies on the List Bill) or the Third Party and submitted with the applications.
- All subscribers must request the same billing due date, although effective dates can be different.
- Do not submit payment with these applications. A bill will be sent after the applications are processed.

List Bill Administration

- An Anthem Bill Clerk will be assigned to monitor billing and ensure that payment is received and posted in a timely manner.
- The Bill Clerk will be available to answer any billing questions from the List Bill Administrator or the List Bill Administrator's authorized agent. All inquiries by individual subscribers should be routed to Anthem's Customer Service Department.

Adding to an Existing List Bill Arrangement

- To add a person on to an existing List Bill Arrangement, the person must complete an individual application for coverage and the Permission to Provide List Bill Arrangement form.
- If the person already has individual coverage, an application is not required. However, a signed copy of the Permission to Provide List Bill Arrangement form must be received from that subscriber.
- A completed copy of the Request for List Bill Arrangement form must be signed and submitted to the agent with all completed applications – including add-ons to a List Bill Arrangement. This form must include the List Bill Arrangement Parent Group Number that can be found on the monthly bill summary.
- In order to add a dependent to an existing individual policy on a List Bill Arrangement, the subscriber must submit an application to Anthem via his or her agent.



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List Bill
Arrangement Guidelines

Billing Provisions

- The List Bill Administrator is expected to pay each bill in full by the due date on the bill. Any deviation from this may delay normal claims and cash processing time. (See Cancellation of List Bill Arrangement for exceptions.)
- If a List Bill invoice is paid after the due date more than twice in a 12-month period, Anthem reserves the right to terminate the List Bill Arrangement.
- Any List Bill Arrangement not paid within 31 days of the due date will be terminated, and all individual subscribers included within that arrangement will begin receiving monthly bills at their home addresses.
- Any changes in the List Bill Arrangement membership that cause changes in the billed amount must be communicated immediately to the assigned Anthem Bill Clerk.

Member Cancellation

- Anthem will accept telephone notification of cancellation from the subscriber on individual policies that are not Medicare Supplements. This includes the cancellation of dependents.
- Medicare Supplement members must submit a written notification for cancellation.
- In the case of a subscriber's death, Anthem will accept telephone notification of cancellation from an immediate family member up to 90 days from the date of death. Otherwise, we will require a copy of the Death Certificate.
- If a policy is cancelled retroactively, any refund due will be sent to the subscriber's billing address and it will be made out in the subscriber's name.

- Member cancellation inquiries can be directed to the Customer Service number on the back of their identification card.

Payment Provisions

- Anthem offers monthly Automatic Bank Draft deductions, which ensures timely cash application and claims payments. If a List Bill Administrator chooses Automatic Bank Draft, all subscribers on the List Bill must be bank drafted.
- If the Automatic Bank Draft option is not selected, the List Bill Administrator will receive a monthly paper bill reflecting the amount owed for each subscriber on the List Bill.
- If a List Bill Administrator submits two bad checks in a 12-month period, the List Bill Arrangement will be terminated by Anthem. All individual subscribers billed within that arrangement will begin receiving monthly bills at their home addresses.
- The List Bill Administrator should not send payment for any subscribers who are not listed on the List Bill. If there are any questions, please contact your Anthem Bill Clerk.
- All payments must be submitted to Anthem in the envelope provided to ensure timely cash posting.



Cancellation of List Bill Arrangement

- Notice of cancellation of a List Bill Arrangement must be received by Anthem in writing from the List Bill Administrator or the List Bill Administrator's authorized agent 30 days prior to the cancellation date requested. Upon cancellation of a List Bill Arrangement, all individual subscribers billed within that List Bill Arrangement will begin receiving monthly bills at their home addresses.
- The List Bill Arrangement must contain two or more subscribers to be eligible for List Bill status. If the List Bill Arrangement has less than two subscribers, the List Bill Arrangement will be terminated and the remaining subscriber will begin receiving monthly bills at his or her home address.
- If the List Bill Administrator requests that a subscriber be removed from the List Bill Arrangement, that subscriber will be moved as of the date through which premiums are paid and will begin receiving monthly bills at his or her home address.

Applicant and Employer

The Applicant, the Third Party and the List Bill Administrator understand and agree:

- There will not be any employer contributions to any portion of the applicant's payment.
- There will not be any employer reimbursements for payment to the applicant, through wage adjustment or otherwise.
- The coverage applied for is neither intended nor anticipated to be a small-employer health insurance plan, as defined by state regulations.

Third Party/List Bill Administrator

- Contracts are issued in the subscribers' names because these are contracts between Anthem and the individual.
- Refund checks will be made out to the subscriber and mailed to the subscriber's billing address.
- List Bill Arrangement paperwork must be completed prior to setting up a List Bill Arrangement, no exceptions.
- Each subscriber must be advised that his or her individual policy does not terminate if employment ends provided the premiums are paid.

