## LIFE OF A MEDICAL CLAIM

Members see a network provider.

**Copayments** are due at time of service by member.\*

Generally, members should **not** pay **deductible** or **co-insurance** at the time of medical service.\*\*

Provider bills BCBSVT first, based on services performed BCBSVT processes claim based on codes submitted and health plan of the member.

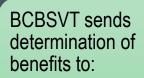
Member receives a bill from a provider and an SHPP\*\*\* from BCBSVT. If a member is responsible to pay can be done by one or more of the following methods:

- HRA, FSA or HSA

- Cash/Check/Credit Card

- Payment Plan

Provider sends bill to member, if appropriate, based on the allowed amount and member responsibility.



- Member (via SHPP\*\*\*)
- Provider
- Third Party Administrator \*\*\* (if applicable).

\* Some providers may waive collection of copayments at time of service when an HRA will pay on member's behalf.

- \*\* Some providers may request a portion of a deductible be paid ahead of a planned major service.
- \*\*\* Summary of Health Plan Payments- Members can find their SHPPs online at the BCBSVT Member Resource Center
- \*\*\*\* TPAs also know as HRA/HSA vendors