

# What do I do if I receive a Coordination of Benefits questionnaire?



## What is Coordination of Benefits?

Blue Care Network's Coordination of Benefits department coordinates the member's health benefits when the person is covered under more than one group health plan or through some other type of insurance such as prescription drug, automobile, home or business owners, or workers' compensation. Benefits are coordinated between the carriers to provide maximum coverage.

If you, your spouse or your dependents have more than one type of health insurance or pharmacy coverage, you may be eligible for Coordination of Benefits.

To help us coordinate your coverage, from time to time you may receive questionnaires from Blue Care Network's Coordination of Benefits department.

## Do I have to complete the questionnaire?

If you receive a Coordination of Benefits questionnaire, please complete it and return it to us as quickly as possible. If we don't receive your COB information, we may not be able to process your claim.

The questionnaires ask you for information about:

- Your other insurance coverage
- Injuries
- Automobile/motorcycle accidents
- Workers' compensation
- Medicare

If you receive a Coordination of Benefits questionnaire, it is very important to complete and return it as soon as possible to:

Attn: COB Department  
Blue Care Network  
611 Cascade W. Pkwy. SE  
Grand Rapids, MI 49502-6096

If you prefer, you may fax it to (616) 285-5205.

If you have questions, call BCN's Customer Service at 800-662-6667 or 800-257-9980 (TTY for the hearing impaired) between 8 a.m. and 5:30 p.m., Monday through Friday.

*This FYI was developed to provide BCN members with information about Coordination of Benefit questionnaires.*



**Blue Care Network is online at [MiBCN.com](http://MiBCN.com)**

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