

# Proper Documentation



## Want your money fast?

Make sure the documentation you submit has all five things we need (sorry...IRS rules).

Explanation of Benefits (EOB) Itemized Statement			
1	Patient Name:	Carol Danvers	
2	Date of Service:	11/27/2020	
3	Provider Name:	Sunshine Medical Group	
4	Description of Service	Billed Amount	Paid by Insurance
	Office Visit	\$250.00	\$150.00
			Patient Balance 5
			\$100.00



## Quick Tips:

- The **Explanation of Benefits (EOB)** from your insurance company usually works best. If you don't have one of those, get an **itemized invoice or statement** from your healthcare provider or merchant. They should be familiar with what you need.
- Certain expenses also require a **prescription or letter of medical necessity** (vitamins, supplements, massage therapy, etc.).
- For prescription drugs, submit the **stub or "bag tag"** (not the cash register receipt).
- **Do not use** cash register receipts, balance forward statements, or canceled checks. None of these items have everything we need.
- **Insurance premium documentation** must include: (1) policyholder or covered individual name; (2) premium amount; (3) policy period (coverage months); and (4) insurance provider name and address.

When you're ready to file a claim, log in at [HRAveba.org](https://HRAveba.org) and click **Claims** or use our handy mobile app, **HRAgo**®. We'll process your claim in about five to seven business days.

### MORE INFO?

[HRAveba.org](https://HRAveba.org)

### QUESTIONS?

1-888-659-8828

[customercare@hraveba.org](mailto:customercare@hraveba.org)