

COB

Handling additional healthcare plans

When you or a dependent have more than one plan for healthcare coverage, we'll need to know a few things about your other health plan. Make sure you have your additional coverage up to date so that your claim doesn't get denied.



Let Collective Health know of any additional benefits upfront

When a claim comes through with more than one healthcare plan, laws and Industry standards require claims to be processed in a certain order. We'll want to know if you or a dependent have any other coverage so we can process the claims quickly and correctly.



Give us a heads-up

To let us know of additional coverage, sign in at my.collectivehealth.com and chat online or send us a secure message in your account. You can also give us a call with the number on the back of your card, Monday - Friday 4:00 AM–6:00 PM PT, and Saturday 7:00 AM–11:00 AM PT.

A few things we'll need:

- Other plan's policyholder name
- Anyone else covered by the other plan
- Relationship of the covered members to the policyholder
- Healthcare plan type
- The plan start and end dates



Get the best coverage

Once we've got all the necessary details, we'll update your member profile to reflect the correct coordination of benefits. This makes sure your claims are processed in the right order and with the most coverage possible.