



## Billing Process

1. Your provider sends a claim to Redwood health Services (RHS) for the services rendered.
2. RHS sends your provider an Explanation of Benefits (EOB) with a payment check. The EOB shows how much RHS paid and the balance due, if any. (RHS also sends a copy of the EOB to you. The copy is only for your records; it is not a bill.)
3. If a balance is still due, your provider bills you directly.

Dental Benefit Plan	
Member:	ID:
Group #:	Effective Date:
Group Name:	
Dental: Yes	
<b>Mail Claims to RHS:</b>	
Redwood Health Services	
3510 Unocal Place #108	
Santa Rosa, CA 95403-0917	
Customer Service: 1-800-548-7677 ext.2	

## Reimbursement Process

In rare cases, a provider may ask you to pay the balance due. To request reimbursement for your expense, submit an **HRA Reimbursement Form** to Redwood Health Services (RHS). These forms are available from your employer or from [www.rhs.org](http://www.rhs.org). The reimbursement form should show a statement showing the patient's name, date of service, the amount paid (if paid) and the service provided.

Email the form and documentation to [rhscustomerservice@rhs.org](mailto:rhscustomerservice@rhs.org), or mail to:

**RHS Claims Processing**  
3510 Unocal Place, #108  
Santa Rosa, CA 95403



Redwood Health Services

Questions? Call RHS Customer Service at 800-548-7677, extension 2.

Email: [rhscustomerservice@rhs.org](mailto:rhscustomerservice@rhs.org) • Customer Service Hours: Monday-Friday, 7:30am-4:00pm PST