Medical Claims

**COMPLETED** IN PROGRESS

<Month Year>

You have no completed claims this month

Think you have a claim in the works? Just click the In Progress tab above to check on any outstanding claims.

PROVIDER CLAIM NUMBER SERVICE DATE YOU MAY OWE

<name> <claim ID> <MM/DD/YYYY> $<XXX.XX> DENIED DERVICE(S)

<Month Year>

PATIENT <name>

SERVICE DATE  
<MM/DD/YYYY – MM/DD/YYYY>

View the Explanation of Benefits (EOB) for this claim {link}

*Last updated - <MM/DD/YYYY>*

Your EOB has all the details about your claim, like expenses, payments,

balances owed and information about how your claim was processed. We'll always

provide the most recent EOB that includes this claim.

How to read your EOB {link}

Use this handy guide to help you understand the details.

Call us {link}

Have questions about your claim? We’re here for you.

Appeal claim {link}

Fill out and submit our claim appeal form and

we’ll review it.

**TOTAL COST OVERVIEW**

Amount billed <$X>

Your plan paid <$X>

Amount you saved <$X>

Amount you owe or already paid $<XX,XXX.XX>

View cost progress {link}

See how much you've spent towards your deductible and maximum out-of-pocket.

View more {link}

**{NO EOB AVAILABLE}**

*The Explanation of Benefits (EOB) is not yet available.*

EOBs are generated monthly. Contact us {link} if you have questions.

{CLAIM WITH DENIED SERVICE ITEMS/STEPS FOR APPEAL}

PATIENT <name>

SERVICE DATE  
<MM/DD/YYYY – MM/DD/YYYY>

This claim contains denied service items

Your health plan doesn’t pay for every type of health care. Some claims for

services that your plan doesn’t cover were denied. You can find more

details about covered services in your coverage policy documents {link}

Step 1: View your Explanation of Benefits (EOB)

Your EOB has all the details about your claim, like expenses, payments,

balances owed and information about how your claim was processed. The

EOB may be replaced over time as claims are adjusted, so we'll always

provide the latest version available.

View the Explanation of Benefits (EOB) for this claim {link}

*Last updated - <MM/DD/YYYY>*

How to read your EOB {link}

Use this handy guide to help you understand the details.

Step 2: Contact us {link}

Have questions about your claim? Just call us. Also, if you need to submit

certain documents to finalize your claim, we can help.

Appeal claim {link}

Fill out and submit our claim appeal form and

we’ll review it.

**Call us**

**<XXX-XXX-XXXX (TTY: 711) days & hours of operation>**

Step 3: Appeal claim

If we denied your claim and you don’t agree, you can appeal our decision. This

means we’ll review your claim again. To appeal, fill out and submit the form below.

You can appeal on your own or have an authorized representative appeal for you.

If you’d like to use an authorized representative, you can complete an Authorized

Representative Designation form {link}. For more info about the claim appeal process,

refer to your EOB.

Appeal claim {link}

Fill out and submit our claim appeal form and we’ll review it.

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