

Understanding Your Explanation of Benefits

An Explanation of Benefits (EOB) is a notification provided to members when a health care benefits claim is processed by Blue Cross and Blue Shield of Texas (BCBSTX). The EOB shows how the claim was processed. The EOB is not a bill. Your provider may bill you separately.



THE EOB HAS THREE MAJOR SECTIONS:

- Subscriber Information and Total of Claim(s) includes the member's name, address, member ID number and group name and number. The Total of Claims table shows you the amount billed, any applied discounts, reductions and payments and the amount you may owe the provider.
- Service Detail for each claim includes:
 - Patient and provider information
 - Claim number and when it was processed
 - Service dates and descriptions
 - The amount billed
 - The discounts or other reductions subtracted from amount billed
 - Total amount covered
 - The amount you may owe (your responsibility)

 Summary - Shows you what the plan covers for each claim and your responsibility including:

Plan Provisions

- The amount covered
- Less any amounts you may owe, like deductible, copay and coinsurance

Your Responsibility

- Deductible and copay amount
- Your share of coinsurance
- Amount not covered, if any
- Amount you may owe the provider. You may have paid some of this amount, like your copay, at the time you received the service.

THE EOB MAY INCLUDE ADDITIONAL INFORMATION:

- Amounts Not Covered will show what benefit limitations or exclusions apply.
- Out-of-Pocket Expenses will show an amount when a claim applies toward your deductible or counts toward your out-of-pocket expenses.
- Fraud Hotline is a toll-free number to call if you think you are being charged for services you did not receive or if you suspect any fraudulent activity.
- An explanation of your right to appeal if your health plan doesn't cover a health care claim.

Available in English and Spanish

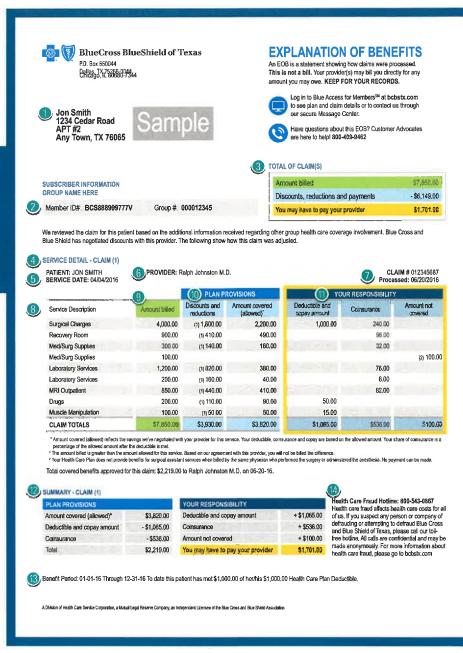
Your EOBs Are Available Online!

Sign up for Blue Access for Members^{5M} (BAM^{5M}) at https://mybenefits.county.org for convenient and confidential access to your claim information and history. Click on **Benefits**, then select **Links & Contacts** and Go to **Blue Cross Blue Shield Member Site**. Use the information on your member ID card to complete the process. Choose to opt out of receiving EOBs by mail to save time and resources. Go to BAM and click on **Settings/Preferences** to change your preferences.

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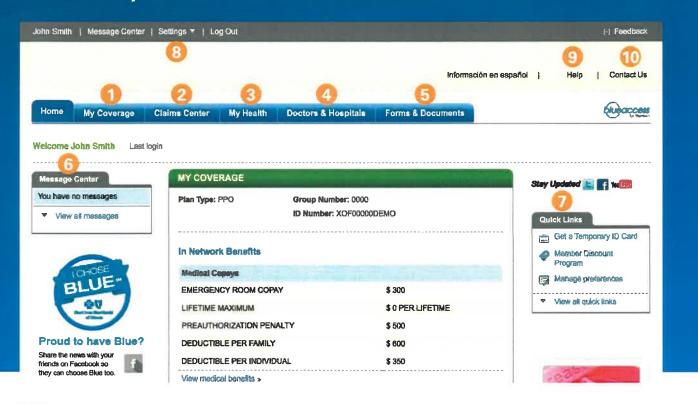


- 1. Member's name and mailing address
- 2. Member ID and group number
- Summary box for all claims including total billed by the provider, and discounts, reductions or payments made, and the amount you may owe
- 4. Detailed claim information for each claim
- 5. Patient name and service date
- 6. Provider information
- 7. Claim number and date the claim was processed
- 8. Service description
- 9. Amount billed for each service
- The amount covered (allowed) for each service and the discounts or reductions subtracted from the amount your provider billed
- 11. Your share of the costs
- 12. Claim summary with amount covered less your responsibility
- 13. Deductible and/or out-of-pocket expense information
- 14. Health Care Fraud Hotline
- Please provide this information when contacting us about a claim.
- Not all EOBs are the same. The format and content of your EOB depends on your benefit plan and the services provided. Deductible and copayment amounts vary.

Sample

EOB

Find what you need with Blue Access for Members



- My Coverage: Review your benefit details.
- Claims Center: View and organize details such as payments, dates of service, provider names, claims status and more.
- My Health: Make more informed health care decisions by reading about health and wellness topics and researching specific conditions.
- Operators & Hospitals: Use Provider Finder® to locate a network doctor, hospital or other health care provider and get driving directions.
- Forms & Documents: Use the form finder to get medical, dental, pharmacy and other forms quickly and easily.
- Message Center: Learn about updates to your benefit plan and receive promotional information via secure messaging.
- Quick Links: Go directly to some of the most popular pages, such as medical coverage, replacement ID cards, manage preferences and more.
- 3 Settings: Set up notifications and alerts to receive updates via text and email, review your member information and change your secure password at any time.
- Help: Look up definitions of health insurance terms, get answers to frequently asked questions and find
 Health Care School articles and videos.
- Contact Us: Submit a question and a Customer Advocate will respond by phone or through the Message Center.