

001

Employer eServices®

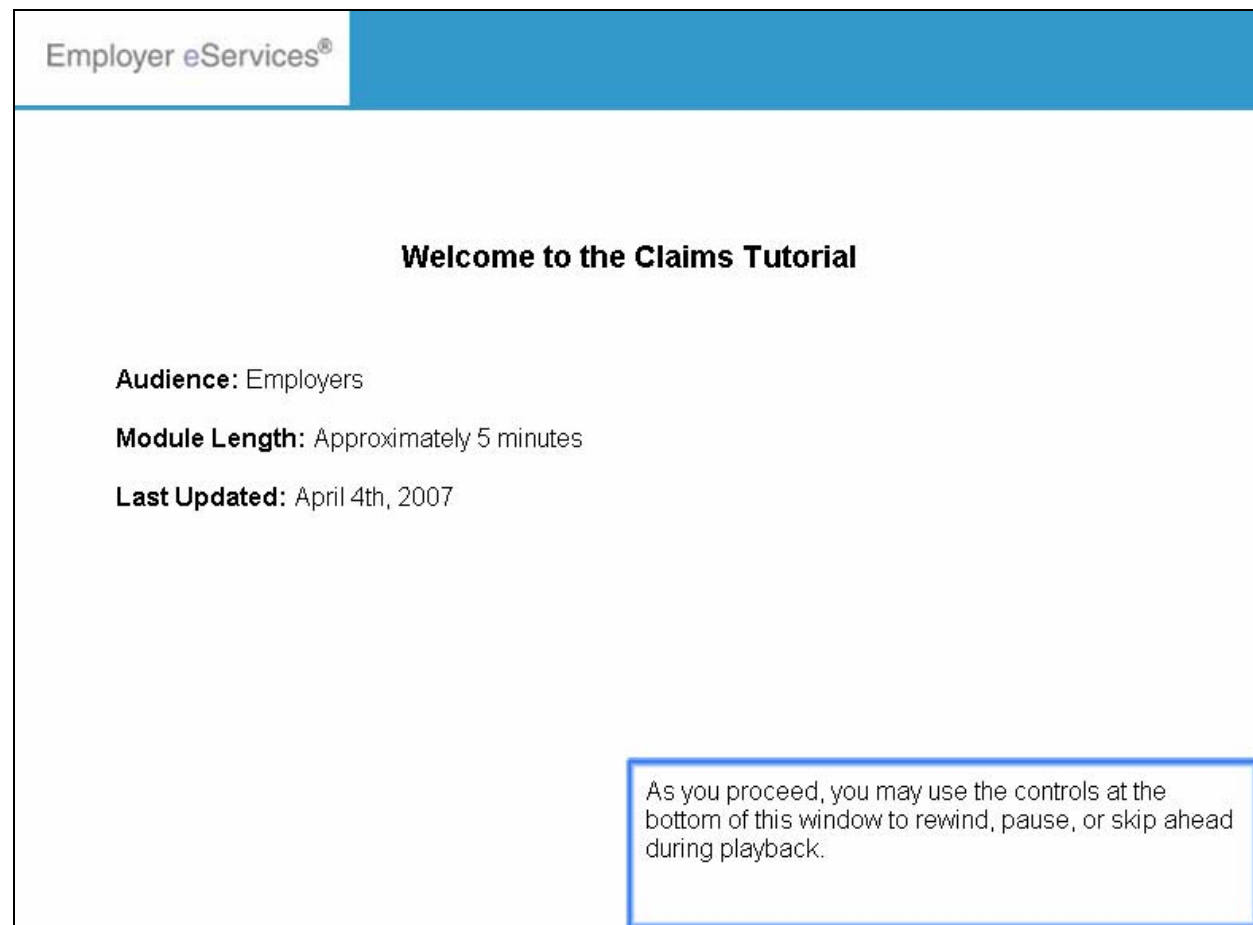
Welcome to the Claims Tutorial

Audience: Employers
Module Length: Approximately 5 minutes
Last Updated: April 4th, 2007

Welcome to the Claims tutorial. In this tutorial, you will learn how to access claim information using Employer eServices.

Welcome to the Claims tutorial. In this tutorial, you will learn how to access claim information using Employer eServices.

002



Employer eServices®

Welcome to the Claims Tutorial

Audience: Employers

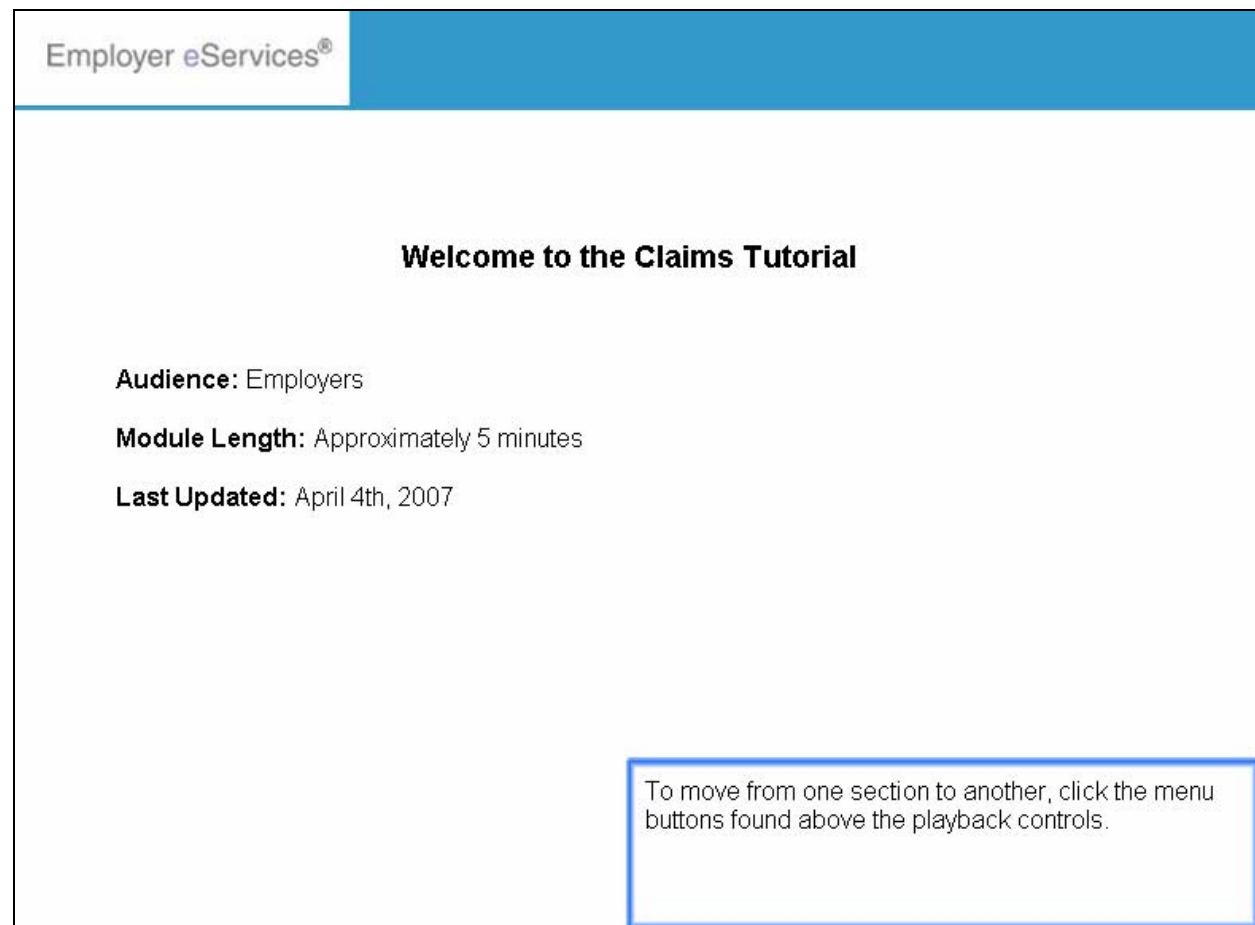
Module Length: Approximately 5 minutes

Last Updated: April 4th, 2007

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

003



Employer eServices®

Welcome to the Claims Tutorial

Audience: Employers

Module Length: Approximately 5 minutes

Last Updated: April 4th, 2007

To move from one section to another, click the menu buttons found above the playback controls.

To move from one section to another, click the menu buttons found above the playback controls.

004

Employer eServices®

Welcome to the Claims Tutorial

Audience: Employers

Module Length: Approximately 5 minutes

Last Updated: April 4th, 2007

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

005

Employer eServices®

Welcome to the Claims Tutorial

Audience: Employers

Module Length: Approximately 5 minutes

Last Updated: April 4th, 2007

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.


006



The screenshot shows a web interface for Employer eServices. At the top left, the text "Employer eServices®" is displayed in a white box against a blue background. Below this, the main content area is titled "Process Overview" in bold black text. Underneath the title is a numbered list with four items: "1. Group", "2. Employee", "3. Enrollee", and "4. Service Date(s)". In the bottom right corner of the screenshot, there is a blue-bordered box containing the text: "Viewing claims information using Employer eServices is quick and easy. To do so, you will need to identify the group, employee, enrollee, and services date(s)."

Viewing claims information using Employer eServices is quick and easy. To do so, you will need to identify the group, employee, enrollee, and services date(s).

007



The screenshot shows the Employer eServices logo in the top left corner. The main heading is "Process Overview". Below it is a numbered list: 1. Group, 2. Employee, 3. Enrollee (highlighted in red), and 4. Service Date(s). A blue-bordered box in the bottom right contains the text: "Keep in mind that an enrollee may be an employee, or an employee's dependent."

Keep in mind that an enrollee may be an employee, or an employee's dependent.

008

The screenshot shows the Employer eServices website interface. At the top, the logo "Employer eServices®" is visible. Below it is a navigation bar with the following options: "Enrollment", "ID Cards", "Claims", and "Billing". The "Claims" option is highlighted with a red box, and a blue arrow points to it from a callout box that says "Select the Claims option". To the right of the navigation bar are links for "Help", "Training", and "Tutorials", along with a "Log Out" button. The main content area starts with a "Welcome CMA," message, followed by a paragraph describing the website as a gateway for eligibility, enrollment, claim status, reporting, and billing. Below this is a "Hot Topics!" section with several news links. At the bottom, there are three columns of "Resources", "Network Information", and "Programs & Services", each with a list of links. A blue-bordered callout box at the bottom right of the screenshot contains the text: "Let's get started. To begin, select the Claims menu option from the Employer eServices home page."

Let's get started. To begin, select the Claims menu option from the Employer eServices home page.

009

The Select Group screen displays. Click the Select Group drop-down menu.

010

The screenshot shows the 'Employer eServices' interface with the 'Claims' tab selected. The page title is 'Employer eServices®'. The navigation bar includes 'Enrollment', 'ID Cards', 'Claims', and 'Billing', along with 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu with a list of options: '(Select Group)', 'REED'S BUSINESS 0231110', 'SAMPLE COMPANY 9990089', and 'UEST CUST NUMBER 9999999'. A blue callout box labeled 'Select Group Name' points to the dropdown. Below the dropdown is an 'Employee Search' section with a text input field for '(SSN or Alternate ID)', a radio button for 'By Last Name', and a 'Search' button. At the bottom of the form are 'Help' and 'Continue' buttons. A separate blue-bordered box at the bottom right of the screenshot contains the text: 'Select the group name with which the enrollee is associated.'

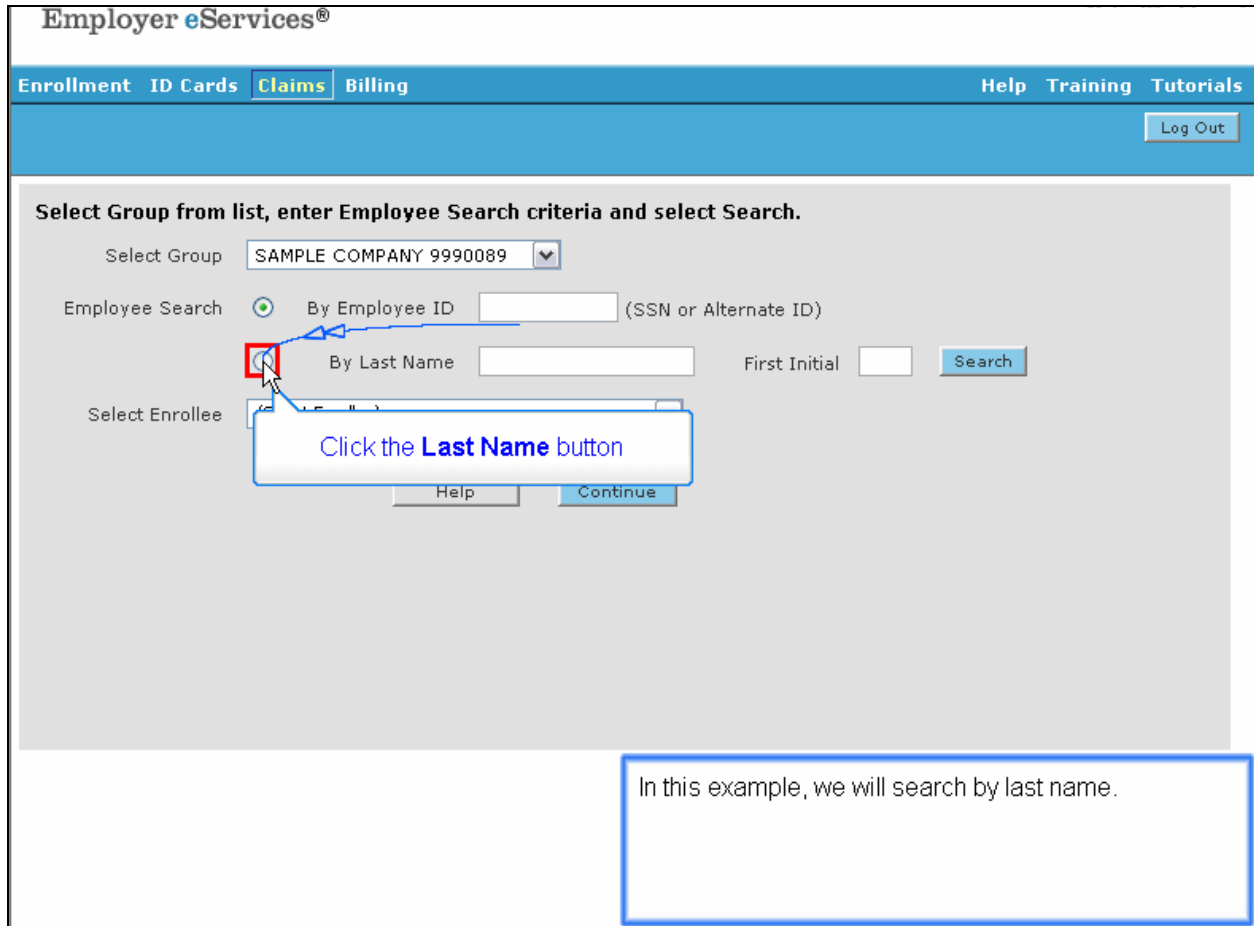
Select the group name with which the enrollee is associated.

011

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with 'Enrollment', 'ID Cards', 'Claims' (highlighted), and 'Billing'. On the right, there are links for 'Help', 'Training', and 'Tutorials', along with a 'Log Out' button. Below the navigation bar, a heading reads 'Select Group from list, enter Employee Search criteria and select Search.' The main form area includes a 'Select Group' dropdown menu currently set to 'SAMPLE COMPANY 9990089'. Underneath, there are two radio button options for 'Employee Search': 'By Employee ID' (which is selected) and 'By Last Name'. The 'By Employee ID' option has a text input field with a 'Highlight Box' tooltip indicating dimensions of 642 x 70. The 'By Last Name' option has a text input field with dimensions of 30 x 175. To the right of the 'By Last Name' field is a 'First Initial' input field and a 'Search' button. Below these options is a 'Select Enrollee' dropdown menu set to '(Select Enrollee)'. At the bottom of the form area are 'Help' and 'Continue' buttons. A blue-bordered text box at the bottom right of the screenshot contains the text: 'Next, you will need to identify the employee. You may search for an employee by employee ID or by last name.'

Next, you will need to identify the employee. You may search for an employee by employee ID or by last name.

012



Employer eServices®

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Select Group from list, enter Employee Search criteria and select Search.

Select Group: SAMPLE COMPANY 9990089

Employee Search: By Employee ID (SSN or Alternate ID)

By Last Name First Initial

Select Enrollee

Help Continue

Click the **Last Name** button

In this example, we will search by last name.

In this example, we will search by last name.

013

The screenshot shows the 'Employer eServices' interface with the 'Claims' tab selected. The page title is 'Employer eServices®'. The navigation bar includes 'Enrollment', 'ID Cards', 'Claims', and 'Billing', along with 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu set to 'SAMPLE COMPANY 9990089'. Under 'Employee Search', there are two radio buttons: 'By Employee ID' (unselected) and 'By Last Name' (selected). The 'By Last Name' section has a text input field, a 'First Initial' dropdown, and a 'Search' button highlighted with a red box. A callout box points to the 'Search' button with the text 'Click the Search button'. Below the search fields are 'Help' and 'Continue' buttons. A separate callout box at the bottom right of the form area contains the text: 'Enter the employee's last name. Note that you may do a wild card search by entering the first three characters of the last name, followed by an asterisk.'

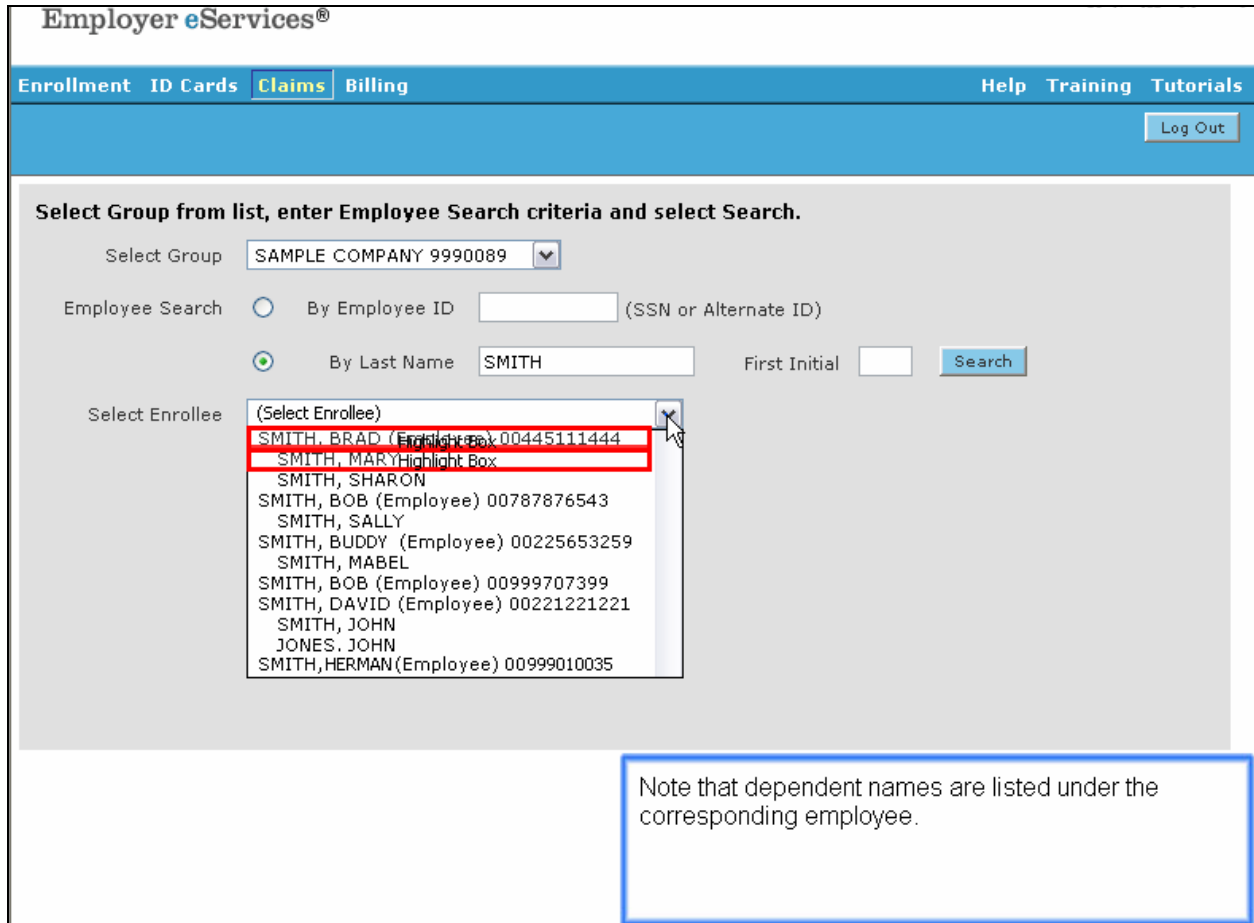
Enter the employee's last name. Note that you may do a wild card search by entering the first three characters of the last name, followed by an asterisk.

014

The screenshot shows the 'Employer eServices' interface with the 'Claims' tab selected. The page title is 'Employer eServices®'. The navigation bar includes 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. On the right, there are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu set to 'SAMPLE COMPANY 9990089'. Below this, there are two search options: 'By Employee ID' (with a text input field) and 'By Last Name' (with a radio button selected and a text input field containing 'SMITH'). To the right of the 'By Last Name' search is a 'First Initial' text input field and a 'Search' button. Below the search options is a 'Select Enrollee' dropdown menu with the text '(Select Enrollee)'. A red square highlights the dropdown arrow of the 'Select Enrollee' menu. A blue callout box with an arrow pointing to the dropdown arrow contains the text 'Click the **Select Enrollee** menu'. Another blue callout box with an arrow pointing to the 'Search' button contains the text 'Click the **Select Enrollee** drop-down menu to display a list of names that match your search criteria.' At the bottom of the page, there are 'Help' and 'Continue' buttons.

Click the Select Enrollee drop-down menu to display a list of names that match your search criteria.

015



Employer eServices®

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Select Group from list, enter Employee Search criteria and select Search.

Select Group: SAMPLE COMPANY 9990089

Employee Search: By Employee ID (SSN or Alternate ID) **By Last Name** SMITH First Initial

Select Enrollee: (Select Enrollee)

- SMITH, BRAD (Employee) 00445111444
- SMITH, MARY (Highlight Box)**
- SMITH, SHARON
- SMITH, BOB (Employee) 00787876543
- SMITH, SALLY
- SMITH, BUDDY (Employee) 00225653259
- SMITH, MABEL
- SMITH, BOB (Employee) 00999707399
- SMITH, DAVID (Employee) 00221221221
- SMITH, JOHN
- JONES, JOHN
- SMITH, HERMAN (Employee) 00999010035

Note that dependent names are listed under the corresponding employee.

Note that dependent names are listed under the corresponding employee.

016

Employer eServices®

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Select Group from list, enter Employee Search criteria and select Search.

Select Group: SAMPLE COMPANY 9990089

Employee Search: By Employee ID (SSN or Alternate ID) By Last Name SMITH First Initial

Select Enrollee: (Select Enrollee)

- SMITH, BRAD (Employee) 00445111444
- SMITH, MARY
- SMITH, SHARON
- SMITH, BOB (Employee) 00787876543
- SMITH, SALLY
- SMITH, BUDDY (Employee) 00225653259
- SMITH, MABEL
- SMITH, BOB (Employee) 00999707199
- SMITH, DAVID (Employee) 00221221221
- SMITH, JOHN
- JONES, JOHN
- SMITH, HERMAN (Employee) 00999011035**

Select Enrollee

Select the correct enrollee from the list.

Select the correct enrollee from the list.

017

The individual you selected now appears in the Select Enrollee field. Click the Continue button.

018

The screenshot shows the 'Employer eServices' web interface. At the top, there is a navigation bar with 'Enrollment', 'ID Cards', 'Claims' (highlighted), and 'Billing'. On the right of this bar are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. Below the navigation bar, the user's information is displayed: 'Enrollee: HERMAN SMITH', 'Group: 9990089', and 'Insured ID: 00999010035-00'. The main section is titled 'Claim Search' and contains instructions: 'Enter the beginning and ending dates of service for your claim request and select Search.' Below this, there are input fields for 'Service Dates' with 'From*' and 'To*' labels, each followed by 'MM / DD / CCYY' dropdown menus. A 'Search' button is located to the right of the 'To*' field. A note '* Required Field' is positioned to the right of the instructions. Below the search fields is a table with the following headers: 'Dates of Service', 'Provider Name', 'Total Charged', 'Total Deductible', 'Total Paid', and 'Claim Status'. The table body is currently empty. A callout box with a blue border and white background is overlaid on the bottom right of the table area, containing the text: 'Now that you have selected an enrollee, the Claim Search page screen displays.'

Now that you have selected an enrollee, the Claim Search page screen displays.

019

Employer eServicessm

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Enrollee: HERMAN SMITH Group: 9990089 Insured ID: 00999010035-00

Claim Search

Enter the beginning and ending dates of service for your claim request and select Search. ** Required Field*

Service Dates / DD / CCYY / DD / CCYY

Dates of Service	Provider Name	Total Charged	Total Deductible	Total Paid	Claim Status
------------------	---------------	---------------	------------------	------------	--------------

To begin your search, enter the range of service dates you wish to view.

To begin your search, enter the range of service dates you wish to view.

020

The screenshot displays the Employer eServices interface. At the top, there is a navigation bar with 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. A 'Log Out' button is located in the top right corner. Below the navigation bar, the user's information is shown: Enrollee: HERMAN SMITH, Group: 9990089, and Insured ID: 00999010035-00.

The main section is titled 'Claim Search'. It contains the instruction: 'Enter the beginning and ending dates of service for your claim request and select Search.' A note indicates that the asterisked fields are required. The 'Service Dates' section has two input fields: 'From*' and 'To*', both containing '01/01/2006'. A 'Search' button is positioned to the right of these fields.

Below the search form is a table with the following columns: 'Dates of Service', 'Provider Name', 'Total Charged', 'Total Deductible', 'Total Paid', and 'Claim Status'. The table body is currently empty.

A blue-bordered callout box contains the following text: 'Note that the "From" Service Date must not be more than 18 months prior to today's date. The "To" date may not be more than 12 months after the "From" date.'

Note that the "From" Service Date must not be more than 18 months prior to today's date. The "To" date may not be more than 12 months after the "From" date.

021

The screenshot shows the 'Employer eServices' web interface. At the top, there is a navigation bar with 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. The 'Claims' tab is selected. To the right of the navigation bar are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. Below the navigation bar, the user's information is displayed: 'Enrollee: HERMAN SMITH', 'Group: 9990089', and 'Insured ID: 00999010035-00'. The main content area is titled 'Claim Search' and contains the following text: 'Enter the beginning and ending dates of service for your claim request and select Search. * Required Field'. Below this text, there are two rows of date input fields. The first row is labeled 'Service Dates From*' and contains three input boxes with the values '01', '01', and '2006'. The second row is labeled 'To*' and contains three input boxes with the values '09', '01', and '2006'. To the right of these date fields is a 'Search' button, which is highlighted with a red rectangular box. A blue callout box with a pointer to the 'Search' button contains the text 'Click the Search button'. Below the search form is a table with the following headers: 'Dates of Service', 'Provider Name', 'Total Paid', and 'Claim Status'. The table body is currently empty. A blue-bordered callout box at the bottom right of the screenshot contains the text 'When you have finished, click the Search button.'

When you have finished, click the Search button.

022

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. The 'Claims' tab is selected. On the right, there are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. Below the navigation, the user information is displayed: 'Enrollee: HERMAN SMITH', 'Group: 9990089', and 'Insured ID: 00999010035-00'. The 'Service Dates' section has 'From*' set to '01 / 01 / 2006' and 'To*' set to '09 / 01 / 2006', with a 'Search' button. Below this, it says 'Claim Results Results 1 - 3 of 3'. A table with the following columns is shown: 'Dates of Service', 'Provider Name', 'Total Charged', 'Total Deductible', 'Total Paid', and 'Claim Status'. The table contains three rows of data. A red box highlights the first two rows. Below the table, there are instructions: 'Highlight a claim and click View Details for a description of the claim.' and 'Highlight a claim and click Download EOB for an explanation of the claim's outcome.' At the bottom, there are buttons for 'Help', 'Print', 'View Details', and 'Download EOB(pdf)'. A blue box at the bottom right contains the text: 'Claims which match your search criteria will display.'

Dates of Service	Provider Name	Total Charged	Total Deductible	Total Paid	Claim Status
03/31/2006-03/31/2006	BIRRR RPT/ELIZABETH M	300.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC	400.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC	10150.0	85.0	0.0	Processed

Claims which match your search criteria will display.

023

Employer eServicesSM

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Enrollee: **HERMAN SMITH** Group: **9990089** Insured ID: **00999010035-00**

Service Dates From* 01 / 01 / 2006 To* 09 / 01 / 2006 Search

Claim Results Results 1 - 3 of 3

Dates of Service	Provider Name	Total Charged	Total Deductible	Total Paid	Claim Status
03/31/2006-03/31/2006	BIRRR RPT/ELIZABETH M	300.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC/	400.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC/	10150.0	85.0	0.0	Processed

Highlight a claim and **click View Details** for a description of the claim.
Highlight a claim and **click Download EOB** for an explanation of the claim's outcome.

Help **Print** View Details Download EOB(pdf)

For a paper copy of your search results, click the Print button at the bottom of the page.

For a paper copy of your search results, click the Print button at the bottom of the page.

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. The 'Claims' tab is selected. Below the navigation, there are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. The main content area displays the following information:

Enrollee: HERMAN SMITH Group: 9990089 Insured ID: 00999010035-00

Service Dates: From* 01 / 01 / 2006 To* 09 / 01 / 2006 [Search]

Claim Results: Results 1 - 3 of 3

Dates of Service	Provider Name	Total Charged	Total Deductible	Total Paid	Claim Status
03/31/2006-03/31/2006	BIRRR RPT/ELIZABETH M	300.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC/INC/Highlight Box	400.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC/IN	10150.0	85.0	0.0	Processed

Below the table, there is a callout box with the text 'Highlight Claim' and an arrow pointing to the second row of the table. Below the callout box, there is a text box with the following instructions:

Highlight a claim and click **View Details** for a description of a specific claim.
Highlight a claim and click **Download EOB** for an explanation of the claim's outcome.

At the bottom of the page, there are buttons for 'Help', 'Print', 'View Details', and 'Download EOB(pdf)'.

For a description of a specific claim, highlight the claim and click the View Details button.

025

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', 'Claims', and 'Billing'. The 'Claims' tab is selected. Below the navigation, there are links for 'Help', 'Training', and 'Tutorials', and a 'Log Out' button. The main content area displays the following information:

Enrollee: HERMAN SMITH Group: 9990089 Insured ID: 00999010035-00

Service Dates: From* 01 / 01 / 2006 To* 09 / 01 / 2006 [Search]

Claim Results: Results 1 - 3 of 3

Dates of Service	Provider Name	Total Charged	Total Deductible	Total Paid	Claim Status
03/31/2006-03/31/2006	BIRRRER RPT/ELIZABETH M	300.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC/	400.0	85.0	0.0	Processed
01/15/2006-01/15/2006	POLCARI THRPY SVC INC/	10150.0	85.0	0.0	Processed

Below the table, there is a 'Highlight Box' button highlighted in red. A blue callout box points to it with the text: 'Click the View Details button'. Another blue callout box at the bottom right says: 'For a description of a specific claim, highlight the claim and click the View Details button.' Other buttons visible include 'Help', 'Print', and 'Download EOB(pdf)'.

For a description of a specific claim, highlight the claim and click the View Details button.

Because claim information may contain confidential data, an authorization agreement will display.

027

The screenshot shows the 'Employer eServices' portal with the 'Claims' tab selected. The user is identified as HERMAN SMITH, Group 9990089, and Insured ID 00999010035-00. A Business Associate Agreement is displayed, followed by 'I Agree' and 'Disagree' buttons. A callout box points to the 'I Agree' button with the text 'Click the I Agree button'. Another callout box at the bottom right says 'After reading this statement, click I Agree to continue.' The page also includes a 'Log Out' button and a footer with '27 of 32', 'Employer eServices', and '4/4/2007'.

After reading this statement, click I Agree to continue.

028

Employer eServicesSM

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Enrollee: **HERMAN SMITH** Group: **9990089** Insured ID: **00999010035-00**

Claim Detail

Provider Name: POLCARI THRPY SVC INC/OCCUP
Dates of Service: 01/15/2006 - 01/15/2006
Total Charged: \$400.00
Total Paid by UHC: \$0.00
Total Patient Responsibility: \$85.00

Date Received by UHC: 2007-08-18
Claim Status: Processed
Date Processed: 2007-10-31
Cheque Number:
Cheque Date:

Satisfied Year to Date	In Network Out of Pocket	Out of Network Deductible	Out of Network Out of Pocket
Liberty	\$85.00		
Family	\$85.00		
Plan year			
Liberty	\$2,000.00		

Much like an Explanation of Benefits, the detail page contains a summary of the claim you have selected.

Much like an Explanation of Benefits, the detail page contains a summary of the claim you have selected.

029

Employer eServicessm

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Enrollee: HERMAN SMITH Group: 9990089 Insured ID: 00999010035-00

							by Plan	Plan	
Office Visits	\$400.00	\$0.00	\$85.00	\$0.00	\$85.00	\$315.00	0%	\$0.00	TQ

Remarks:

TQ THE ALLOWABLE AMOUNT FOR THIS EXPENSE HAS PREVIOUSLY BEEN APPLIED TO THE INDIVIDUAL'S CALENDAR YEAR DEDUCTIBLE.

Patient Pays: \$85.00

Download EOB(pdf) Help **Print** Back to Claims List

You may print the contents of this screen by clicking the print button at the bottom of the page.

You may print the contents of this screen by clicking the print button at the bottom of the page.

030

Employer eServicessm

Enrollment ID Cards **Claims** Billing Help Training Tutorials

Log Out

Enrollee: HERMAN SMITH Group: 9990089 Insured ID: 00999010035-00

							by Plan	Plan	
Office Visits	\$400.00	\$0.00	\$85.00	\$0.00	\$85.00	\$315.00	0%	\$0.00	TQ

Remarks:

TQ THE ALLOWABLE AMOUNT FOR THIS EXPENSE HAS PREVIOUSLY BEEN APPLIED TO THE INDIVIDUAL'S CALENDAR YEAR DEDUCTIBLE.

Patient Pays: \$85.00

Click the **Download EOB** button

Download EOB (pdf) Help Print Back to Claims List

To download a PDF copy of the Explanation of Benefits for your records, click the Download EOB button.

To download a PDF copy of the Explanation of Benefits for your records, click the Download EOB button.

031

Employer eServicesSM

FO-00001*01*000001-ED-07079-30063-AMHF 11900
CP1030 9/30/17

EMPLOYEE BENEFITS - 0NB
 450 COLUMBUS BLVD
 HARTFORD CT 06115
 PHONE: (888) 697-8323

PAGE: 1 OF 2
 DATE: 11/01/07
 SSN/ID #: 4 88489113
 EMPLOYEE: HERMAN SMITH
 CONTRACT: 9711982
 BENEFIT PLAN: ACES EOB CUSTOMER 2

HERMAN SMITH
 HOPE ST
 CYPRESS CA 90630

EXPLANATION OF BENEFITS

SERVICE DETAIL

PATIENT/RELAT CLAIM NUMBER	PROVIDER/SERVICE	DATE OF SERVICE	AMOUNT CHARGED	NOT COVERED	AMOUNT ALLOWED	COPY# DEDUCTIBLE	PLAN COVERS	BENEFIT AVAILABLE	REMARK CODE
HERMAN SMITH 0005073001	EE POLICARE THERPY SVC OFFICE VISITS	01/15/08	400.00	315.00	85.00	85.00	85.00	0.00*	TQ
	TOTAL		400.00	315.00	85.00	85.00	85.00	0.00	
							PLAN PAYS	0.00	
							** PATIENT PAYS	85.00	

(*) INDICATES PAYMENT ASSIGNED TO PROVIDER

** DEFINITION: "PATIENT PAYS" IS THE AMOUNT, IF ANY, OWED YOUR PROVIDER. THIS MAY INCLUDE AMOUNTS ALREADY PAID TO YOUR PROVIDER AT TIME OF SERVICE.

REMARK CODE(S) LISTED BELOW ARE REFERENCED IN THE "SERVICE DETAIL" SECTION UNDER THE HEADING "REMARK CODE"
 (TQ) THIS CLAIM HAS ALREADY BEEN PROCESSED AND THE ALLOWABLE AMOUNT WAS APPLIED TO THE YEARLY DEDUCTIBLE. THE PATIENT IS RESPONSIBLE FOR PAYMENT TO THE PHYSICIAN OR HEALTH CARE PROFESSIONAL.

BENEFIT PLAN PAYMENT SUMMARY INFORMATION

SATISFIED TO-DATE	IN NETWORK DEDUCTIBLE	IN NETWORK OUT OF POCKET	OUT OF NETWORK DEDUCTIBLE	OUT OF NETWORK OUT OF POCKET

BEEN APPLIED TO THE

To download a PDF copy of the Explanation of Benefits for your records, click the Download EOB button.

To download a PDF copy of the Explanation of Benefits for your records, click the Download EOB button.

032

The screenshot shows the Employer eServices® interface. At the top left, the logo "Employer eServices®" is displayed. The main content area is white with a blue header bar. Centered on the page is the text: "Congratulations! You have completed the Claims Tutorial". In the bottom right corner, there is a blue-bordered box containing the text: "Congratulations! You've completed the Claims tutorial. In this tutorial, you learned how to access claim information using Employer eServices."

Congratulations! You've completed the Claims tutorial. In this tutorial, you learned how to access claim information using Employer eServices.