

INFORMATION ON EXPLANATION OF BENEFITS

Description: EOB: A statement we provide to you that explains how your benefits were applied to a medical claim. It includes the date you received the service, the amount billed, the amount covered, the amount we paid, and any balance you are responsible for paying the provider according to the terms of your policy.

When will I receive an EOB? Claims are processed by date of service as they are received. We occasionally need to reprocess prior paid or denied claims. An EOB is generated one time per month to include any claims processed or reprocessed since the previous month's EOB was generated. You will receive an EOB approximately one month following the date we process the claim.

How do I read an EOB? [Attached](#) is a sample EOB.