

# ONLINE ACCESS – HOW TO FIND EXPLANATION OF BENEFITS (EOBs)



## What is an EOB?

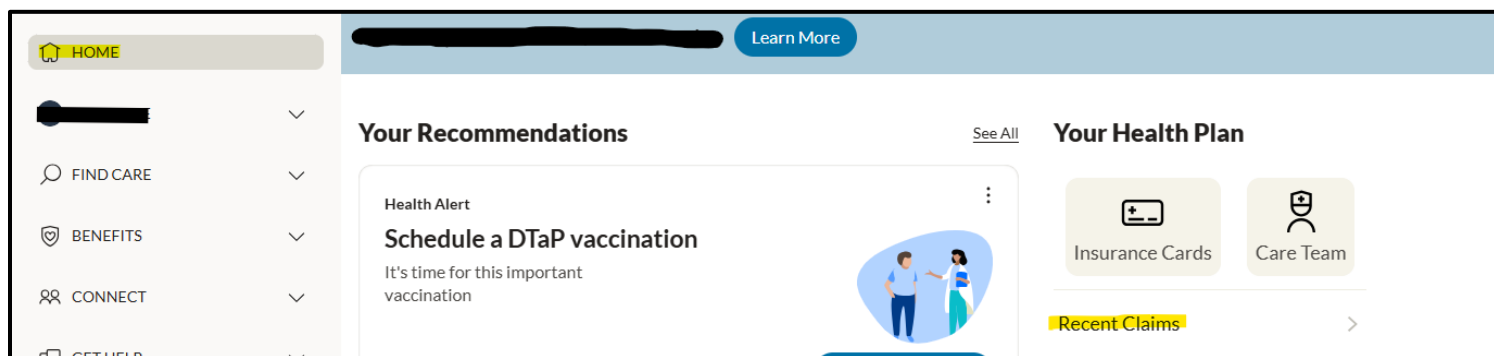
An EOB is a statement that shows the healthcare services you received. It also shows what your health plan paid and the amount you owe.

An EOB is not a bill, but it helps you keep track of some important information:

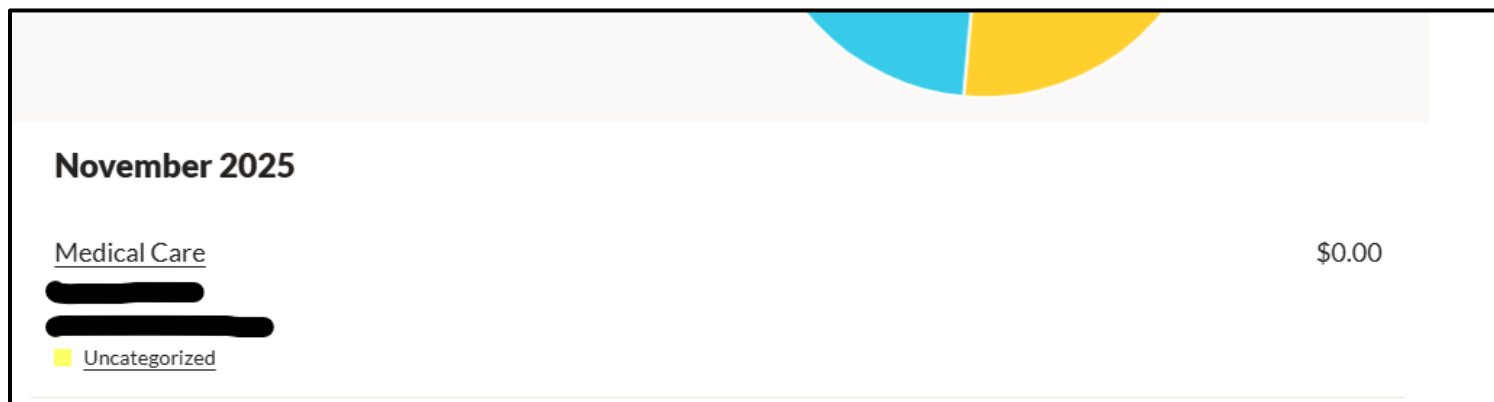
- How much your provider charged for services
- How much of those charges your health plan covers
- The amount your health plan paid
- The amount you owe, including deductibles, copays or coinsurance

## How to Locate Explanations of Benefits (EOBs)

- Navigate to <https://app.bluecareadvisormn.com/> and enter your login credentials.
- On the Home page, click on Recent Claims.



- Explanations of Benefits are individually tied to their respective claim – to view specific EOBs, click on the visit for which you'd like to view an EOB.



## ONLINE ACCESS – HOW TO FIND EXPLANATION OF BENEFITS (EOBs)



- At the bottom, under the Cost Breakdown, locate **Explanation of Benefits**.

### Explanation of Benefits

An EOB shows the details of a process insurance claim. All your EOB details for this claim are in one PDF. Scroll to see services, providers, and dates.

Important: sharing or downloading this document will take you outside the secure application.

 [View the Explanation of Benefits](#)

- A downloadable PDF will populate. For assistance in understanding your EOB, please refer to the [How to Read your Explanation of Health Care Benefits \(EOB\) Statement](#).

### Have EOB questions?

If you have questions about your EOB, or if you believe there is an error on the EOB, call the number on the back of your member ID card.