

HOW TO VIEW OR PRINT EXPLANATION OF BENEFITS (EOB)



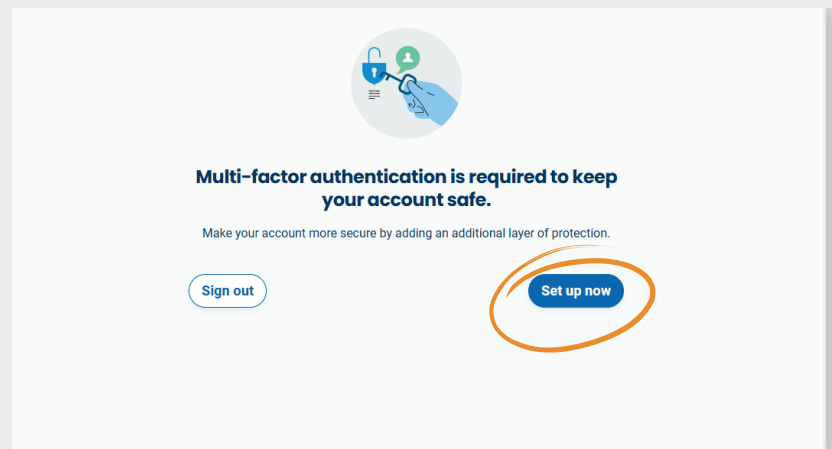
1

Navigate to MEMBER.YOURWYOBLUE.COM click **Continue to YourWyoBlue** to login or register for an account.

Next, enter your username and password. If this is your first time accessing the Member Portal, you will need to register your account.

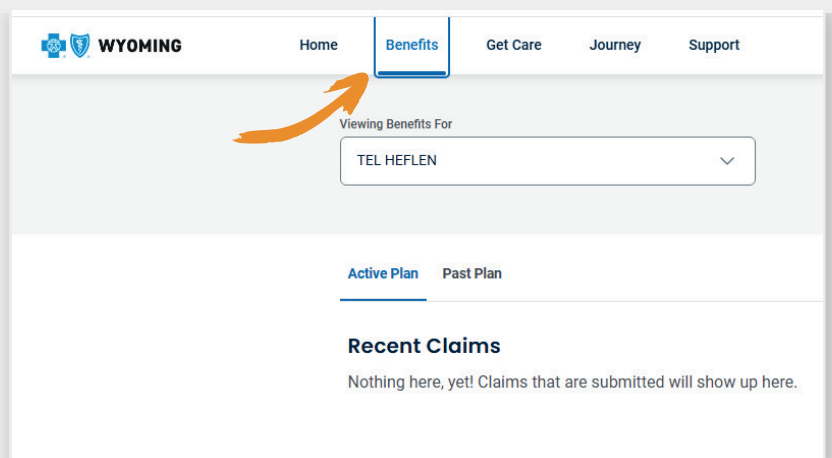
2

If this is your first time logging into the Member Portal, you will be prompted to setup Multifactor Authentication. Click **SET UP NOW** and follow the prompts to complete this setup.



3

Once logged into the dashboard click **BENEFITS** on the menu bar.



CONTACT US

If you need assistance with YourWyoBlue, please contact Member Services at 1-800-442-2376.

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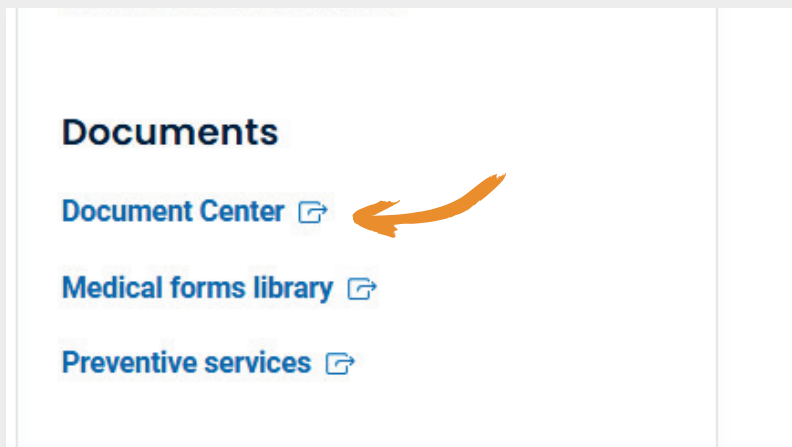
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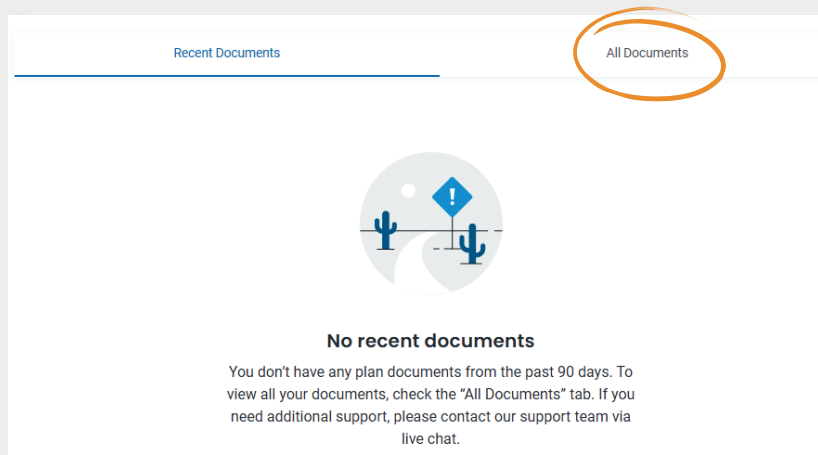
4

Navigate to the right side and under **DOCUMENTS** panel, click on link to **DOCUMENT CENTER**.



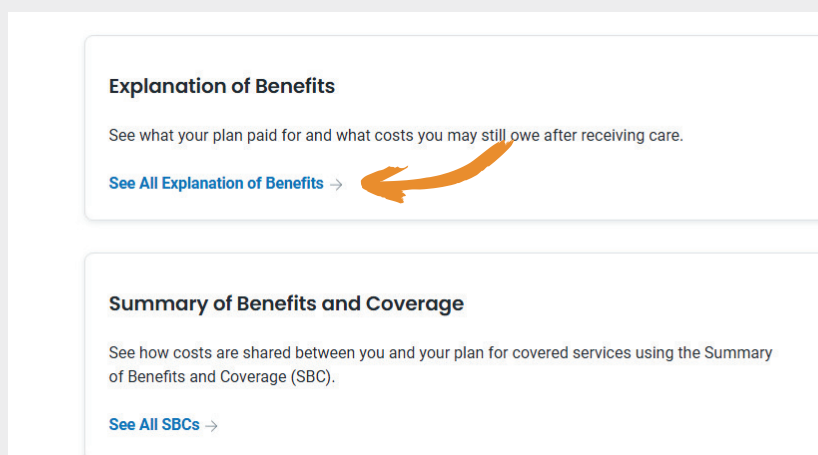
5

Select **ALL DOCUMENTS**.



6

Scroll down and click **SEE ALL EXPLANATION OF BENEFITS**.



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How to Read an EOB

An Explanation of Benefits details claims information. Some of the information included on an EOB includes:

Charges:

The amount the provider charged for the services

Provider Responsibility Amount

The provider is responsible for this difference between the charged amount and the amount allowed by BCBSWY.

Deductible Amount

The amount shown will be applied toward your deductible.

Co-Pay Amount

The fixed amount you pay for covered services like office visits or emergency room visits (this rate is determined by your plan.)

Paid Amount

The total amount BCBSWY will pay for covered services .

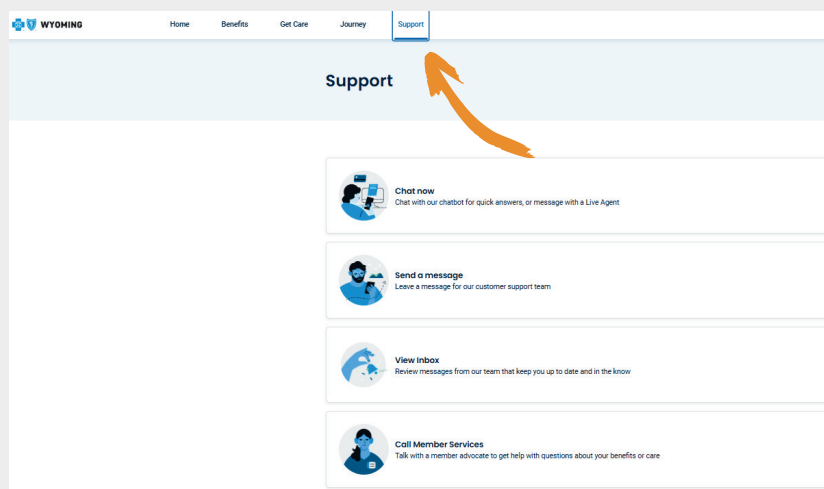
Amount You Owe

The total amount you will owe, including any deductible, coinsurance or copay amount.

Questions?

Click on the **SUPPORT**, tab and select support method. You can:

- SEND A MESSAGE
- START A CHAT
- VIEW YOUR INBOX
- CALL MEMBER SERVICES



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