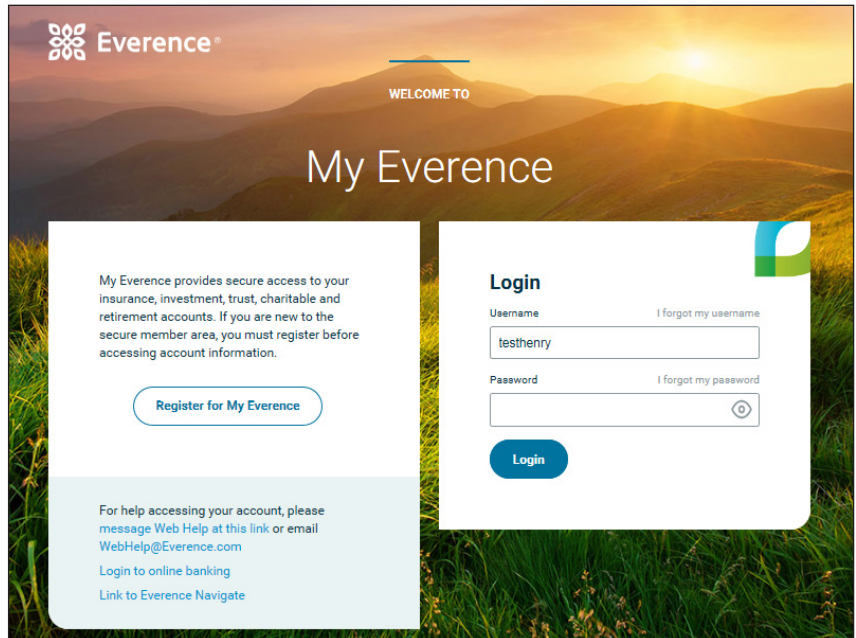


How to access your health claims

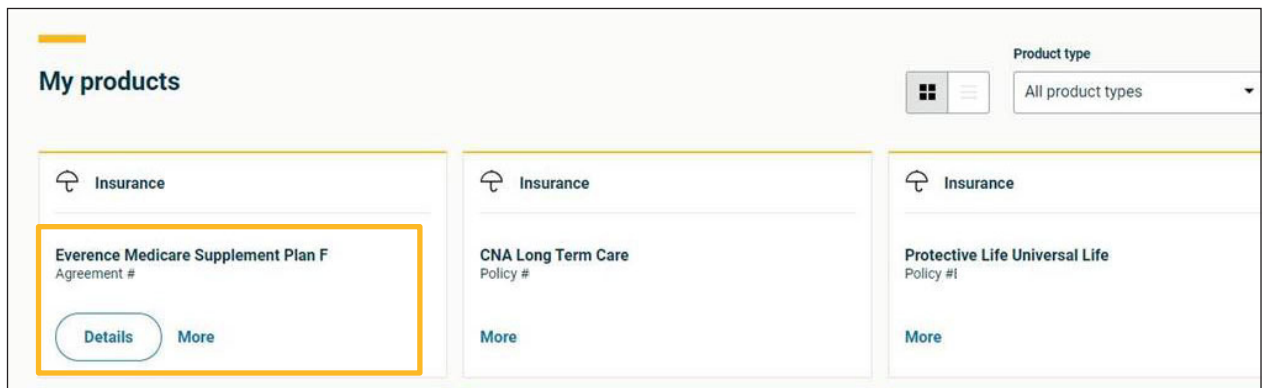
Find your Explanation of Benefits statements online

Take the following steps to get easy online access to your Explanation of Benefits (health claims) statements:

1. Visit my.everence.com. Register for access to "My Everence" if you haven't already. If you're registered, enter your user name and password. Then click on the login button.



2. You will be directed to your My Everence dashboard where you will find the "My products" section. Find the box with your plan and select "Details."



3. On the homepage, you can see your recent claims and access more details about them. You can also find your coverage and benefits, request a new ID card, contact us and more.

Everence Administrator x Everence Member x +

secure.healthx.com/v3app/a/76713520D04184E071C0D1D261C0E191A0C0A1C002400133E0600410A0A1D552D08151A1D0D16111B195C6A1D13081C1...

Everence®

MESSAGES LOGOUT

HOME COVERAGE & BENEFITS CLAIMS

Welcome back Member ID

Recent claims

CLAIM NUMBER	PATIENT NAME	DATE OF SERVICE	PROVIDER
201641407E			
201601168E			
201492073E			
201473011E			
201431083E			

View all claims

Request new ID cards

My Documents

Contact Us

4. On the claims page, you can find an overview of all the posted claims. Specific details like the total charge, the amount you are responsible for and the status of your claim can also be found on this page.

Everence Administrator x Everence Member x +

secure.healthx.com/v3app/a/76716140E070B131D191B072A00140C1C130C11166E3F003A07001C2D04074067280401160D135A081C1E3D51050A531E5...

Everence®

MESSAGES LOGOUT

HOME COVERAGE & BENEFITS CLAIMS

Claims

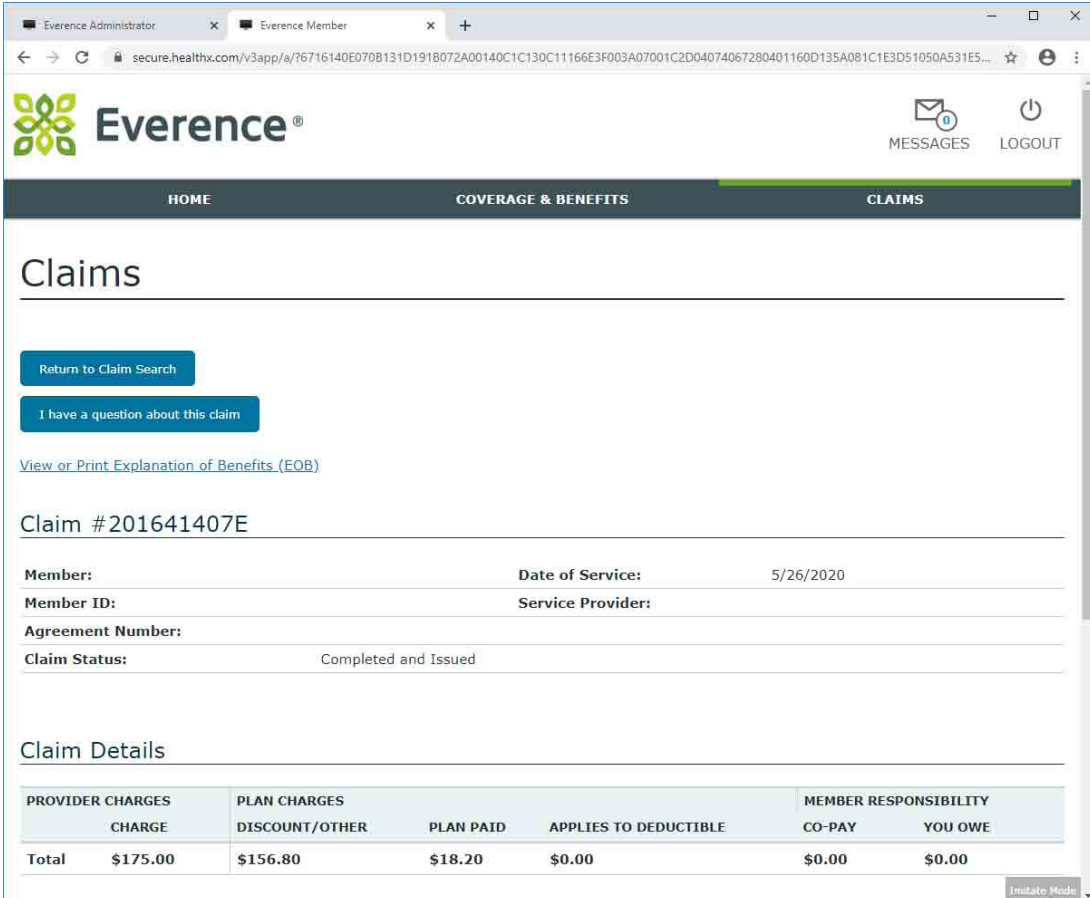
Filter Claims Results

Showing 50 Claims for All Users

Export Results (CSV)

CLAIM NUMBER	PATIENT NAME	SERVICE DATE	TOTAL CHARGE	MY RESPONSIBILITY	PROVIDER	CLAIM STATUS
201641407E		5/26/2020	\$175.00	\$0.00		Completed and Issued
201601168E		5/19/2020	\$175.00	\$0.00		Completed and Issued
201492073E		5/12/2020	\$175.00	\$0.00		Completed and Issued
201473011E		5/8/2020	\$175.00	\$0.00		Completed and Issued

5. You can click on a specific claim to see even more details. On this page, click "I have a question about this claim" to contact Member Services. You can also find your Explanation of Benefits (EOB) on this page.



The screenshot shows the Everence website interface. At the top, there is a navigation bar with 'HOME', 'COVERAGE & BENEFITS', and 'CLAIMS'. The 'CLAIMS' tab is active. Below the navigation bar, the page title is 'Claims'. There are three buttons: 'Return to Claim Search', 'I have a question about this claim', and a link 'View or Print Explanation of Benefits (EOB)'. Two yellow arrows point to the 'I have a question about this claim' button and the 'View or Print Explanation of Benefits (EOB)' link. Below these buttons, the claim details for 'Claim #201641407E' are displayed. The details include: Member, Date of Service (5/26/2020), Member ID, Service Provider, Agreement Number, and Claim Status (Completed and Issued). Below the claim details is a section titled 'Claim Details' which contains a table with columns for Provider Charges, Plan Charges, and Member Responsibility.

PROVIDER CHARGES		PLAN CHARGES			MEMBER RESPONSIBILITY	
CHARGE		DISCOUNT/OTHER	PLAN PAID	APPLIES TO DEDUCTIBLE	CO-PAY	YOU OWE
Total	\$175.00	\$156.80	\$18.20	\$0.00	\$0.00	\$0.00

Need help?

If you have technical difficulties with My Everence, contact: WebHelp@everence.com or 800-222-5054 ext. 3300.