



Explanation of Benefits (EOB) FAQs

Starting May 1, 2023, you can opt-in for paperless EOBs to receive fewer mailings and be notified by email when a new EOB has been posted to your account online.

First, what is an Explanation of Benefits (EOB)?

The Explanation of Benefits, or EOB, lists the individual services and associated costs you receive during a visit with your doctor at a hospital or an urgent care center.

EOBs are created after your visit and after the claims submitted from the provider's office have been processed. Your EOB statement will include the following:

- Date you received the service(s)
- Amount originally billed
- Which services your health care plan paid for, and how much
- The amount credited toward your deductible
- Any balance you may owe

Remember, an EOB is not a bill. It is a statement outlining how your benefits work for every doctor visit and service, how much your health plan pays, and how much you may owe.

How will I know when my claim has been processed without being mailed a paper EOB?

Prior to May 1, 2023, Allied automatically mailed you a paper EOB and posted a digital copy to your Allied Member Portal account online.

Now, with Allied's new EOB feature, you can go completely paperless and be instantly notified by email as soon as a claim has been processed. The email will include a link to log into your account on alliedbenefit.com, where your EOB will be available to view online.

How do I sign up for paperless EOBs?

1. Log into your Member Portal account at alliedbenefit.com.
2. Click on **Paperless Options** or **Account Settings**, then select **EOB Delivery Preference**.
3. Under **Delivery Preferences**, choose **Electronic (email)** instead of paper mail

4. Confirm your email address.
5. Select **I agree with the EOB consent** and click **Submit**.

Where are the EOBs located in my member portal?

Once logged in, select **Claims** from the navigation bar on the homepage. Here, you will see all claims Allied has received to date. To view the EOB for a particular claim, click **View EOB** under Patient Amt.

If I elect paperless, will I still receive a paper EOB in the mail?

By electing to go paperless, you will have opted out of paper EOBs and no longer receive EOBs in the mail.

Can I have the EOB sent to me in an email instead of logging into my account online to view it?

Under HIPAA guidelines, we cannot send the actual EOB by email. For your safety and privacy, we store all EOBs on our secure website, accessible via your password-protected account.

What if I like to keep paper copies for my records?

All EOB statements are stored online, so you can view, save, and print your statements whenever you like.

Is my information safe online?

Yes. We use the latest technology to maintain the privacy of your information. Multiple firewalls secure all information on your Allied Member Portal.

How do I opt back to have paper EOBs mailed to me?

To switch back to paper EOBs, log into your account on alliedbenefit.com. From the homepage, go to **Account Settings** and **Select EOB Delivery Preference**. Under **Delivery Preference**, choose **Paper (mail)**, then click **Submit**.