



Paperless Explanation of Benefits (EOB) User Guide

Last updated 4/21/2023

Welcome

Allied is excited to enhance your benefits experience with a **Paperless Explanation of Benefits (EOB)**. This new eco-conscious feature allows you to skip the paper-mailed EOBs to receive fewer mailings and help the environment.

With **Paperless EOB**, you can:

- Receive an instant email confirmation when your EOB is available to view
- View your EOB online in your Allied member account
- Manage your EOB delivery preference at any time
- Download and print a PDF copy of your EOB

This guide includes information on activating your paperless preferences and accessing your EOBs online.

If you have questions or need assistance, please call Allied Member Services at the number listed on your EOB or member ID card.

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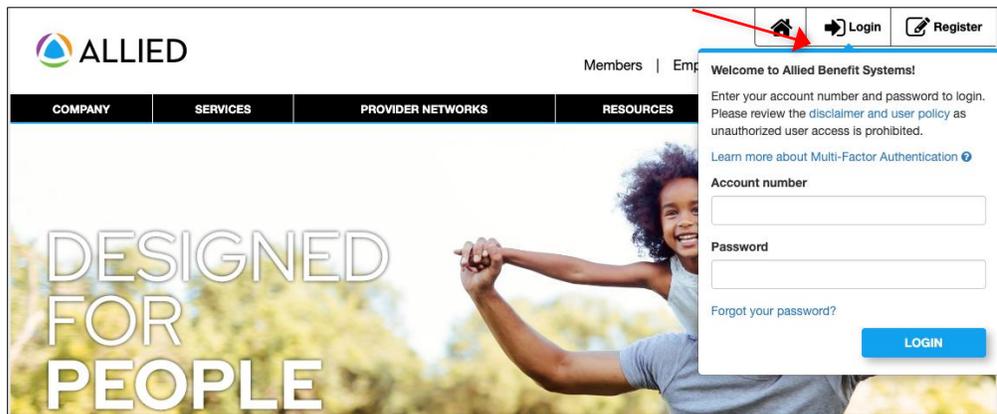
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Getting Started

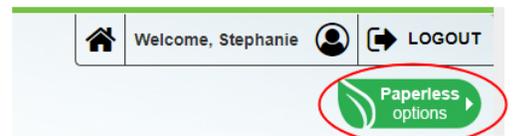
To set up your EOB delivery preferences, log into your Allied Member Portal account at alliedbenefit.com. If this is your first time accessing the Member Portal, you can set up your account by clicking on the “Register” link at the top right corner of the page. Follow the instructions to create your new account.

Setting Up Your EOB Delivery Preferences

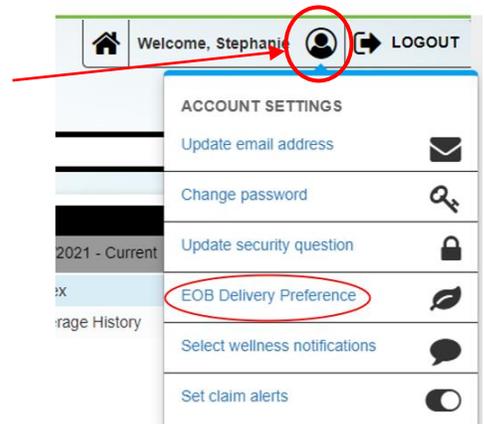
1. Navigate to Allied’s website (**alliedbenefit.com**)
2. On the Home Page, select **Login** in the upper-right corner.
3. Enter your **Account Number** and **Password** in the drop-down, then click **Login**.



4. On the Homepage, navigate to the Delivery Preference Options page by selecting the green ‘Paperless Options’ icon at the top right.



5. If the Paperless Options icon is not visible, you can access the page by clicking the ‘Account Settings’ icon and selecting ‘EOB Delivery Preference’ from the drop-down.



Selecting Your EOB Delivery Preference

Opting In for Paperless (Email) Delivery

1. On the **Explanation of Benefits (EOB) Delivery Preference page**, scroll down to 'Delivery Preference.' To opt for paperless EOBs, click the radio button next to **Electronic (email)**.

You are currently receiving **Paper EOBs**

DELIVERY PREFERENCE

Paper (mail)

Electronic (email)

Select the preferred option above for delivery of your Allied EOBs.

If you select the Paper option, your EOBs will be sent to the mailing address shown below.

If you select the Electronic option, your electronic Explanation of Benefits (eEOB) notifications will be sent to the email address shown below.

2. Under **Email Address**, confirm the email address listed for receiving EOB notifications. If no email address is shown, please click **Update** to add one. To edit or make a change, click **Update**.

EMAIL ADDRESS

jahmia0616@gmail.com

UPDATE

3. If no email is on file, **enter your email** in the **Current Email Address** box. If you already have an email on file, you may update it by entering your new email address in the corresponding fields and clicking **Submit**.

UPDATE EMAIL

Current Email Address

jahmia0616@gmail.com

New Email Address

Confirm New Email Address

SUBMIT CANCEL

4. An EOB Consent Form will pop up after you confirm your delivery preference. Please review and acknowledge the statement by checking the box to agree. Click **Submit** to continue.

eEOB CONSENT

ADDITIONAL INFORMATION REGARDING ELECTRONIC DELIVERY OF EOBs

By electing to enroll in electronic delivery of EOBs, you agree to and acknowledge the following:

- Your consent to electronic delivery of EOBs applies just to electronic delivery of EOBs, which are notices regarding adjudication of claims for benefits submitted by you or your authorized representative.
- You understand that if you enroll in electronic delivery of EOBs, your consent to the terms of this section will be effective immediately and will continue indefinitely unless you withdraw your consent to electronic delivery in the manner described below, or electronic delivery is otherwise canceled by Allied Benefit System, LLC. There is no right to receive electronic delivery of EOBs, and Allied Benefit Systems, LLC may cancel electronic delivery of EOBs at any time without prior notice. In all cases, electronic delivery of EOBs and**

agree with the eEOB Consent

BY CLICKING SUBMIT:

- I have full authority to consent to electronic delivery of EOBs on behalf of myself and any spouse and/or children or other eligible dependents receiving coverage under my group health plan.
- I confirm the email address associated with my member account is correct.
- I understand that my election will be effective within two business days after being received by Allied Benefit Systems, LLC.

SUBMIT CANCEL

5. Once you click submit, you will see a green box letting you know your delivery preference was successfully changed. You will also receive a confirmation email from notifications@allidbenefit.com advising of the change.

OPTIONS

EOB delivery preference successfully changed.

You are currently receiving Electronic EOBs

DELIVERY PREFERENCE

Paper (mail) Electronic (email) **REVIEW CONSENT**

Select the preferred option above for delivery of your Allied EOBs.

If you select the Paper option, your EOBs will be sent to the mailing address shown below.

If you select the Electronic option, your electronic Explanation of Benefits (eEOB) notifications will be sent to the email address shown below.

EMAIL ADDRESS

jahmia0616@gmail.com **UPDATE**

MAILING ADDRESS

208 S LASALLE ST
CHICAGO, IL 60604
(Please contact your employer for mailing address updates.)

Opting Out of Paperless (Email) Delivery

1. Follow all steps under **Setting Up Your EOB Delivery Preferences**.
2. On the **Explanation of Benefits (EOB) Delivery Preference page**, scroll down to 'Delivery Preference.' To opt out of paperless EOBs, click the radio button next to **Paper(mail)**, then click **Submit**.

EXPLANATION OF BENEFITS (EOB) DELIVERY PREFERENCE

The screenshot shows a web form titled "EXPLANATION OF BENEFITS (EOB) DELIVERY PREFERENCE". At the top, it says "OPTIONS" and "You are currently receiving Electronic EOBs". Under "DELIVERY PREFERENCE", there are two radio buttons: "Paper (mail)" (which is selected and circled in red) and "Electronic (email)" (with a "REVIEW CONSENT" button next to it). Below these is a "SELECT THE PREFERRED OPTION ABOVE FOR DELIVERY OF YOUR ALLIED EOBs." instruction. To the right, there are two paragraphs of explanatory text. Below the delivery preference section are two boxes: "EMAIL ADDRESS" with the address "jahmla0616@gmail.com" and an "UPDATE" button, and "MAILING ADDRESS" with the address "208 S LASALLE ST CHICAGO, IL 60604" and a note "(Please contact your employer for mailing address updates.)". At the bottom, there is a "BY CLICKING SUBMIT:" section with two bullet points of terms and conditions. To the right of this section are "SUBMIT" and "CANCEL" buttons, with the "SUBMIT" button circled in red.

3. Once you click submit, you will see a green box indicating that your delivery preference was successfully changed. You will also receive a confirmation email from notifications@alliedbenefit.com advising of the change.

EXPLANATION OF BENEFITS (EOB) DELIVERY PREFERENCE

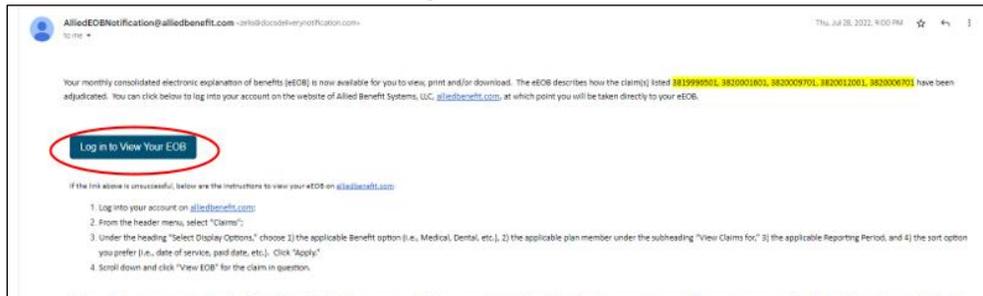
The screenshot shows the same web form as above, but now with a green confirmation banner at the top that says "EOB delivery preference successfully changed." (circled in red). Below this, it says "You are currently receiving Paper EOBs" (with "Paper EOBs" circled in red). The "DELIVERY PREFERENCE" section now shows "Paper (mail)" as the selected option. The rest of the form, including the email and mailing address fields and the terms and conditions, remains the same.

Access Your Paperless EOB

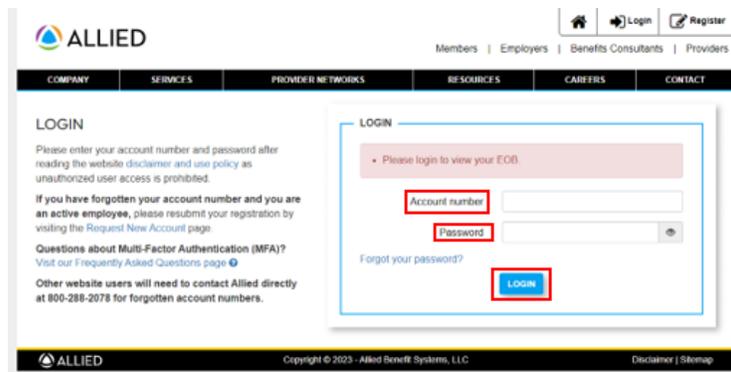
Once a claim has been processed and your EOB has been posted to your account, you will receive an email from AlliedEOBNotification@alliedbenefit.com that your EOB is available online.

Accessing Your EOB from your Email

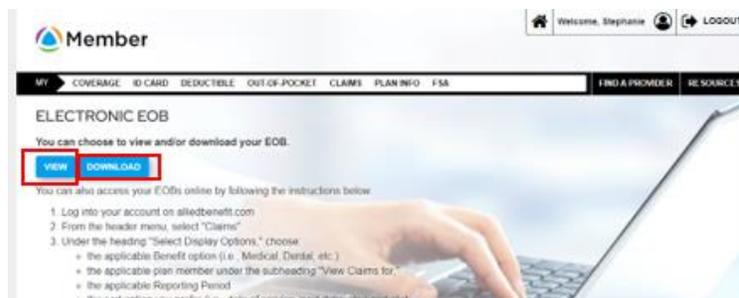
1. Open the email and click **'Login to View Your EOB.'**



2. You will be prompted to log into your Allied Member Portal. Enter your **Account Number** and **Password**, then click **Login**.

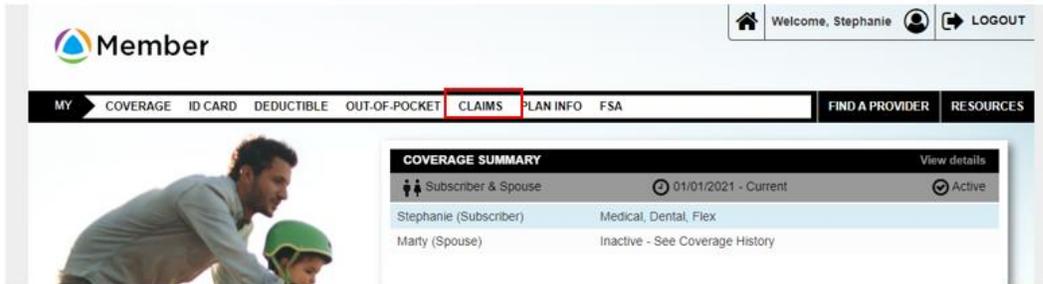


3. On the Electronic EOB page, select **View** or **Download**. This will open a PDF of your EOB for you to review, download, or print.



Access Your EOBs anytime from your Member Homepage

1. Navigate to your Member Portal Homepage on alliedbenefit.com.
2. On the Homepage, select **Claims** from the navigation bar.



3. Configure the appropriate **Display Options**.

CLAIM HISTORY

SELECT DISPLAY OPTIONS

Select Benefit:

View Claims for:

Reporting Period Options:

Sort Options:

4. Scroll to the desired claim and select **View EOB**. This will open a PDF version of your EOB.

PROVIDER NAME	SERVICE DATE(S)	PROCESSED	STATUS	BILLED	PLAN PAID	DISCOUNT / OTHER	PATIENT AMT
LAND MD, SCOTT	7/25/2022	8/24/2022	Processed	\$280.00	\$110.00	\$70.00	\$100.00
Claim Number: 3846056701				View Claim Details View EOB			
DR IRELAND	6/1/2022	7/19/2022	In Process	\$150.00	In Process	\$50.00	\$30.00
Claim Number: 3817120401				View Claim Details			
ENHANCED CASE MANAGERS LLC	6/1/2022	7/19/2022	In Process	\$150.00	In Process	\$50.00	\$0.00
Claim Number: 3817121101				View Claim Details			
DR IRELAND	1/1/2022	5/2/2022	In Process	\$250.00	In Process	\$75.00	\$0.00
Claim Number: 3755929301				View Claim Details			
Period Totals				\$830.00	\$110.00	\$590.00	\$130.00