

# How to Access Your Electronic Explanation of Benefits (EOBs)

## Online Tools and Resources

Commonly referred to as an “EOB,” the Explanation of Benefits is a document that is generated when HMA processes a claim submitted by you or your healthcare provider. EOBs can help you better understand how your health plan works. You may be receiving these in the mail, but you can also access them electronically.

### Access Your EOBs Online, Anytime

1. Go to [www.accesshma.com](http://www.accesshma.com) then click the myHMA Member Login button on the top of the page. If this is your first time on the member portal, you will need to register and create an account.
2. Once you log in to the member portal, click “View Your Claims and Account Balance” from the left side of the screen.
3. You will then be brought to a new window that shows your personal benefits and claims information.
4. From the menu on the top of the page, click “Claims.”
5. Clicking on any claim number will bring up detailed information about that claim.
6. After you select a claim, to view the EOB, click the “PDF Copy of your EOB” link that is displayed directly above the claim number (see below).

Home Benefit & Coverages Claims Benefit Plan Information

For:  
SALLY SAMPLE

Return to Claim Search

**PDF Copy of your EOB**

**Claim #9876543210**

<b>Member:</b>	SAMPLE, SALLY	<b>Date of Service:</b>	11/01/2017
<b>Member ID:</b>	XYZ000123456	<b>Service Provider:</b>	MICHAELA QUINN
<b>Claim Status:</b>	Processed		

### Go Paperless

You have the option of getting all your EOBs electronically, which is secure, convenient, and won't clutter up your kitchen counter or dining room table. Here's how...

1. After logging in to the HMA member portal, click “View Your Claims and Account Balance.” Then, under the Quick Links menu, click “Sign Up for Electronic EOBs.”
2. Once signed up, you will start receiving EOB notices in your email after you receive healthcare services and your claims are processed. They will be from [SendEmail@EchoHealthInc.com](mailto:SendEmail@EchoHealthInc.com) with the subject line “Your Electronic EOB Has Arrived!”
3. In the email, your electronic EOB will be attached as a password-protected ZIP file. The password will be the first 5 digits of your zip code and the last 4 digits of your Member ID number (as shown on your HMA member ID card).
4. The electronic EOB will open in PDF format.

Healthcare Management Administrators  
10 One Street  
Bullseye, WA 98013-8106

Forwarding Service Request

Questions? Contact Us:  
Medical (800) 869-7093  
Dental (800) 869-7093

Customer service hours of Mon - Fri 7:00 AM to 5:00 PM  
<http://www.accesshma.com>

Employer Name:  
Group Number:  
Processing Date:  
Member ID:

**Explanation of Benefits (EOB) (This is not a bill)**

Summary of claims through 06/27/2017

<b>Amount Billed:</b>	\$511.00	This was the combined amount that was billed by your providers.
<b>Discounts and Adjustments:</b>	\$181.87	You saved \$181.87. HMA negotiated with healthcare professionals and facilities on your behalf.
<b>What Your Plan Paid:</b>	\$263.50	Your plan paid \$263.50 to providers.
<b>What You Owe:</b>	\$65.63	This is the amount you owe your provider. Your healthcare professional will bill you directly for any remaining amount due.
<b>You Saved:</b>	\$445.37	You saved \$445.37 off the total amount billed. This is the total of your discount and what your plan paid.

If any claims are processed, your next EOB will arrive the week of: 07/23/2017

Language Assistance Information:  
Spanish (Español): Para obtener asistencia en Español, llame al (800) 869-7093.  
Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa (800) 869-7093.  
Chinese (Chinese): 如需中文協助, 請致電 (800) 869-7093。  
Hindi (Hindi): कृपया हिन्दी में सहायता के लिए (800) 869-7093 पर कॉल करें।

(Electronic EOBs are now available! When medical claims have been paid for any family member, you may receive your family EOB via your preferred email address. To email, simply e-mail both your name and your group number listed on the EOB to: [ElectronicEOBmail@accesshma.com](mailto:ElectronicEOBmail@accesshma.com))

This document contains information that you should use for your records. This document serves as notice of an adverse benefit determination. We have advised a possible remedy to work to undo the adverse benefit or adverse benefit denial. For more information, please visit [www.accesshma.com](http://www.accesshma.com).

Start to finish, this year's healthcare costs are a financial commitment from all sides to support an abundant benefit determination. No requests to review will be considered after the deadline of 60 days from the date of the original notice of denial or the date of the original notice of denial. You may only contact your provider for more information.

Website: <http://www.accesshma.com>

If you have more questions, contact HMA's Customer Care Team:  
[www.accesshma.com](http://www.accesshma.com) | 1-800-869-7093