GO GREEN – WITH PAPERLESS EOB STATEMENTS

What is an EOB?

Each time you visit a healthcare provider and file a claim, an Explanation of Benefits (EOB) is generated. An EOB is not a bill, but rather a description of how your claim was processed – it reflects how much your health plan paid and how much you may owe. Understanding your claims is an important aspect in helping you make informed choices about your health care.

Many of our covered members have informed us that they receive too many EOBs in the mail; too much paper is generated and has a negative impact on the environment. TPSC Benefits is pleased to offer you a Paperless EOB option to streamline your records in a manner that is environmentally friendly.

Paperless EOBs

Those who receive paper EOBs via US Mail receive monthly EOB statements. When you sign up for Paperless EOBs, your EOBs will be generated weekly, allowing you to receive your information faster.

Get Started

Email **BenefitSupport@tpscbenefits.com** using the subject line "Paperless EOB Request", or dial our Member Services Center at 1.800.426.9786. Provide your 5-digit Group Number located on the front of your ID Card, and we'll make the switch for you! Please specify the email address where you'd like us to deliver your Paperless EOBs.

You can also opt-in to receive paperless EOBs on the SelfServePlus member portal. Simply visit www.tpscbenefits.com, sign up (or log in), and navigate to the EOB Preferences page and you will be given the option to enter your email address.

How can I check to see when a claim was received?

You may visit **www.tpscbenefits.com** to see when a claim was received and when it was processed. You can also find your coverage booklet, a link to WebMD (for health topics, disease symptoms and drug uses), and a link to your Preferred Provider Network. View EOBs that were generated before signing up for Paperless EOBs on this website by entering your Member Login; then click on Claims Inquiry; then enter your chosen Details; then click on EOBs & Checks.

When will I see my first Paperless EOB?

Your first Paperless EOB will be generated with the first claim we receive after you've signed up for Paperless EOBs. You'll receive an email from EchoHealthInc. telling you the Encrypted Electronic EOB has arrived. The EOB will be attached to the email, and encrypted and password protected. Your Member ID will be the password to open your EOB:

- If your Member ID appears on your ID Card, enter the first 5-digit number, then two spaces, then the next 4 digits.
- If your Member ID does not appear on your card, please enter the social security number on file.
- EOBs for covered family members are included on one family EOB statement. If a family member wishes to receive a separate EOB statement, please contact TPSC Benefits Member Services.

If you have any questions or comments, please contact the TPSC Benefits Member Services Center at:

Phone: 253.564.5611 ext. 210

Fax: 253.564.5881

Toll Free: 800.426.9786 ext. 210

or email BenefitSupport@tpscbenefits.com.