

Benefit Management Services

The following example highlights the various components of the EOB. This format provides easy-to-understand information about how to read and comprehend your EOB.

Benefit Management Services
 Post Office Box 98044
 Baton Rouge, La. 70898-9044

SINGLE PIECE
 1 1.1776 SP 0.550
 CHRISTOPHER DOYLE
 PO BOX 000
 MILWAUKEE, WI 53209-1400

Enrollee: JOE PALMER
Patient: FRANK PALMER
Plan Participant #: 999-88-9999
Group #: BUSINESS, INC.
Group #: N-999
Claim #: 99999999-04
Patient #:
Date:

Explanation of Benefits for Services Provided By:
ADVANCED HEALTH

Dates of Service	Service Code	Procedure Code	Total Charge	Ineligible	Reason Code	Discount Amount	Deductible Amount	Co-Pay Amount	Balance	Paid At	Payment Amount
02/01-02/2000	DR	01111	15.00	0.00		0.00	0.00	0.00	15.00	80%	12.00
TOTALS			15.00	0.00		0.00	0.00	0.00	15.00		12.00
Other Credits or Adjustments											0.00
Total Amount Paid By Plan											12.00
(1) Patient Responsibility											3.00

Service Code Description
 DR DENTAL BASIC

Reason Code Description

Messages
 CHARGES HAVE BEEN DISCOUNTED BY PPO.

*** If your claim is denied, in whole or in part, you may have our decision reviewed by sending your written request with supporting documentation to the above address within 60 days of the receipt of this notice.

*** (1) Patient responsibility includes deductibles, co-pays, coinsurance amounts and other items not covered by the plan. These items may have already been paid by the member.

Code definitions and descriptions are grouped together on one line.

Easy to locate customer service, enrollee, patient and claims information is grouped together.

Summary boxes that display other insurance credits or adjustments and the patient's responsibility.

A separate discount column reflects discounts secured by negotiated PPO discounts. Separate deductible and co-payment amounts are clearly separated to provide added detail.

Claim messages are centralized in a separate section of the EOB.