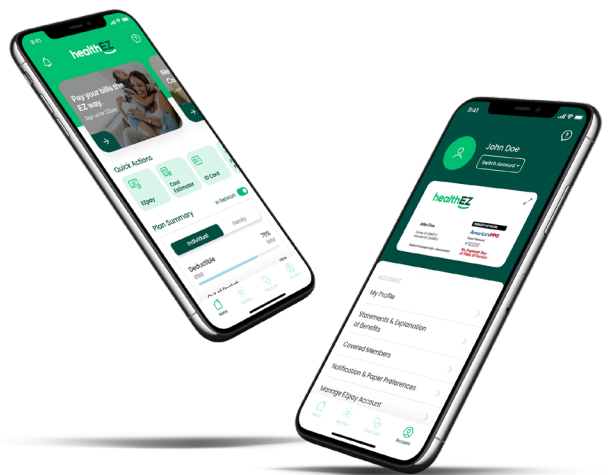


How to find your Explanation of Benefits (EOB) statements

HealthEZ member app

1. Start on the home screen.
2. Tap the EZpay tile in the “quick actions” section.
3. Select the filter in the upper right hand corner.
4. Filter by desired date range, patient and bill type (medical or prescription).
5. Tap apply.
6. View the resulting list of claims.
7. Click a claim number to view claim details.
8. In the first box you will see green type that says “View EOB.”



Don't have the app? Download it [here](#).



myHealthEZ.com

1. Start on the home screen.
2. Select the “hamburger” menu in the upper right hand corner.
3. Click “claim search”.
4. Select patient name, date range and claim type (medical or prescription).
5. Click “search” to generate claim list.
6. Select the desired claim number on the left hand side.
7. A PDF of individual EOBs will populate and attempt to download.

