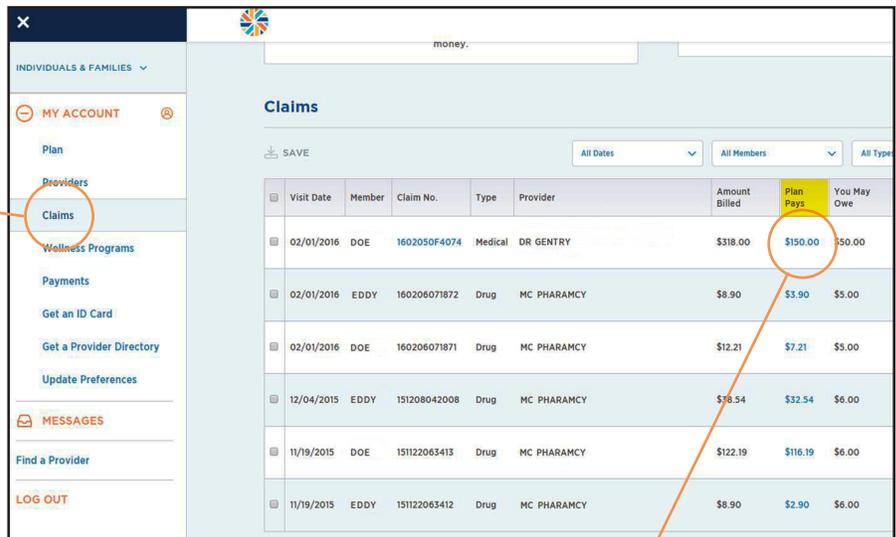


Don't wait for your EOB.

View your claim on the Member Portal.

Even if your EOB isn't yet finalized for a particular medical claim, you can still view your claim details in Scott & White Health Plan's member portal.

1 Simply log in to the member portal through swhp.org and click on "Claims" from the menu on the left side.



The 'Claim Detail Information' window shows the 'CLAIM SNAPSHOT' tab. It includes a 'SAVE' icon in the top right corner. The information is organized into sections: CLAIM SNAPSHOT, SERVICE DETAILS, AMOUNT BILLED, PLAN ALLOWED, PLAN DISCOUNT, PLAN PAID, PATIENT RESPONSIBILITY, and YOU MAY OWE.

CLAIM SNAPSHOT	SERVICE DETAILS	
DATE OF VISIT 02/01/2016	CLAIM NO. 1602050F6	MEMBER DOE
PROVIDER URGENT CARE - DALLAS		
AMOUNT BILLED	\$318.00	
- PLAN ALLOWED	\$200.00	
- PLAN DISCOUNT	\$0.00	
- PLAN PAID	\$150.00	
PATIENT RESPONSIBILITY	\$50.00	
COPAY	\$50.00	
COINSURANCE	\$0.00	
DEDUCTIBLE	\$0.00	
YOU MAY OWE	\$50.00	

Claim Snapshot

2 Then click on any amount under "Plan Pays" to view the **Claim Snapshot** or **Service Details**. The Claim Snapshot provides key claim information, and Service Details itemizes the claim. Click the **SAVE** icon to create a file that can be printed or saved.

Service Details

The 'Claim Detail Information' window shows the 'SERVICE DETAILS' tab. It includes a 'SAVE' icon in the top right corner. The information is organized into sections: CLAIM SNAPSHOT, SERVICE DETAILS, and a table with columns for Date Status, Procedure Amt Billed, Amount Allowed, Copay, Deductible, and Coinsurance.

CLAIM SNAPSHOT	SERVICE DETAILS				
Date Status	Procedure Amt Billed	Amount Allowed	Copay	Deductible	Coinsurance
02/01/2016 Approved	OFFICE OUTPATIENT NEW 45 MINUTES \$318.00	\$200.00	\$50.00	\$0.00	\$0.00

EOBs are added to the member portal monthly. Selecting the "Claim No." link for the claim you are interested in will open the EOB if it has been added to the portal.