

# HOW TO VIEW OR DOWNLOAD EXPLANATION OF BENEFITS (EOB)



1



Download the **YourWyoBlue** app from the app store on your mobile device.

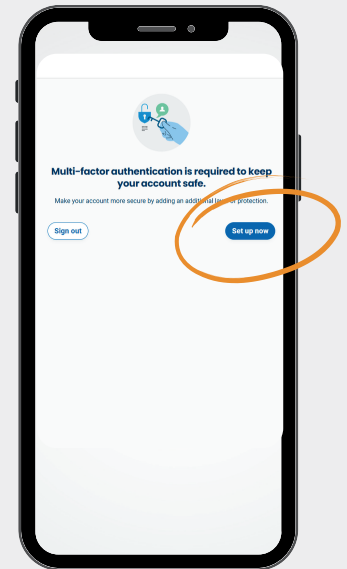
2



Open the app on your device and enter your login details.

If this is your first time accessing the Member Portal, you will need to register your account.

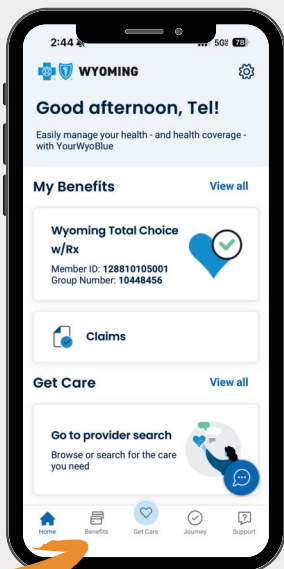
3



If this is your first time in the Member Portal, you'll be asked to set up Multifactor Authentication.

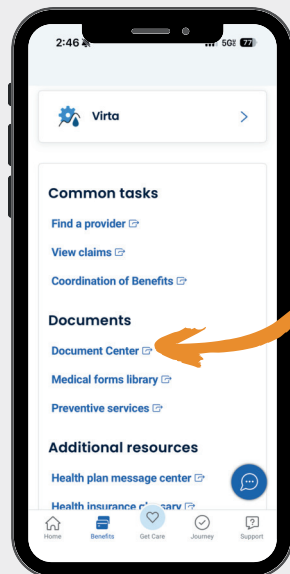
Click **SET UP NOW** and follow the prompts to complete this setup.

4



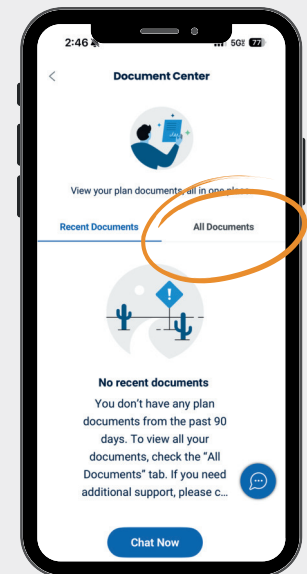
Once logged into the dashboard click **BENEFITS** on the menu bar.

5



To the right side of the page, under **DOCUMENTS**, click the link to the **DOCUMENT CENTER**.

6



Select **ALL DOCUMENTS**.

## CONTACT US

If you need assistance with YourWyoBlue, please contact Member Services at 1-800-442-2376.

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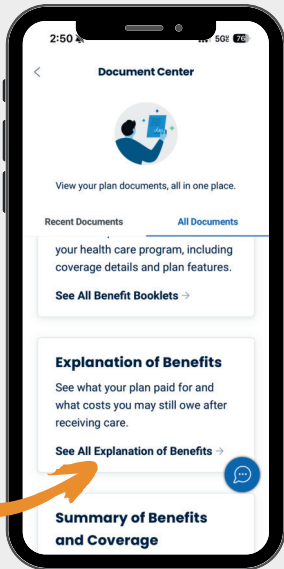


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7



Scroll down and click  
SEE ALL EXPLANATION OF BENEFITS.

## How to Read an EOB

An Explanation of Benefits details claims information. Some of the information included on an EOB includes:

### Charges:

The amount the provider charged for the services

### Provider Responsibility Amount

The provider is responsible for this difference between the charged amount and the amount allowed by BCBSWY.

### Deductible Amount

The amount shown will be applied toward your deductible.

### Co-Pay Amount

The fixed amount you pay for covered services like office visits or emergency room visits (this rate is determined by your plan.)

### Paid Amount

The total amount BCBSWY will pay for covered services .

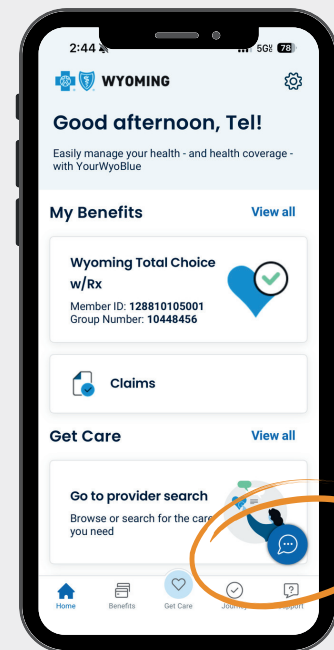
### Amount You Owe

The total amount you will owe, including any deductible, coinsurance or copay amount.

## Questions?

Click on the **SUPPORT**, tab and select support method. You can:

- SEND A MESSAGE
- START A CHAT
- VIEW YOUR INBOX
- CALL MEMBER SERVICES



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