

# Get to Know Our Website

Claims and Online EOBs



TrustmarkSB.com



Powerful healthcare benefit solutions  
for small to mid-sized businesses

Small Business Benefits



# Claims and Online EOBs

You can view your current – and prior-year claims and online Explanation of Benefit (EOBs) on the Benefits and Claims page.

If you need access to claims and EOBs beyond what displays please contact Customer Service at 800.522.1246, ext. 26300.

Overview **Benefits, Claims and EOBs** Document Center Health and Wellness ▼ My Resources

Home > Member > Benefits, Claims and EOBs

The following information is a summary of your health plan benefits. More details are provided in your plan document, which is the prevailing document and the basis for benefit payment. You can access your plan document in the Document Center.

As Of Date: 2019-10-04

<b>Group Number:</b>	<b>As Of Date:</b>	<b>2019-10-04</b>
<b>UMI:</b>	<b>Member Effective Date:</b>	<b>2018-11-01</b>
<b>Member Name:</b>	<b>Member Term Date:</b>	

**Persons Covered**

Date of Birth:	
Date of Birth:	

Medical Network: [CIGNA PPO NETWORK](#) (Hospital/Doctor)

**Medical**

Benefit Effective Date:	2019-04-01	Product Name: Healthy Incentives® PPO
Family Deductible (In/Out of Network):	\$6,000/\$15,000	
Coinurance (In/Out of Network):	100/70	
Lifetime Maximum (In/Out of Network):	Unlimited for Essential Benefits	
Physician/Specialist Office Visit:	\$30 In-Network Copay	
Emergency Room Visit:	\$250 In-Network Copay	
Inpatient Admission Access Fee (IN/OON):	Ded/Coins	
Outpatient Surgery Access Fee (IN/OON):	Ded/Coins	
Urgent Care Visit:	\$100 In-Network Copay	
Diagnostic X-ray and Lab Benefit:	100% up to \$1,000 per year, In-Network Only	
Outpatient Advanced Imaging:	Ded/Coins In/Out	
Maternity:	Yes	
Supplemental Accident:	N/A	
Preventive Care Services:	100% In-Network Only	

**Claims and EOBs**

View your current or prior year's medical claims and online explanation of benefits (EOBs) with the Claims Lookup.

- [Prior Year](#)
- [Current Year](#)

**Resources**

- [View and print your ID card\(s\)](#)
- [Order replacement ID cards](#)
- [View your HRA information\\*](#)
- [Visit your online Pharmacy](#)

[Click here to visit your My Resources page for pharmacy, EOB and ID card information.](#)

\*Available only for members with an Employer-Sponsored HRA. If you experience issues, please call 800-285-7011 for balance information.

# Claims

Your claims display shows the deductible satisfied and out of pocket satisfied for in-network and out of network.

To view claims and online EOBs, click on the person's name from the names listed.

## Claim Lookup

Member ID: 888888  
Member's Name: Jane Doe  
Member's Date of Birth: 08/22/1982

[Help](#)

Persons Covered				
To view claims and online EOBs, click on the person's name from the list below.				
Name	Medical			
	Deductible Satisfied		Out Of Pocket Satisfied	
	In Network	Out of Network	In Network	Out of Network
Jane Doe	500.00	0.00	500.04	0.00
John Doe	0.00	0.00	30.00	0.00
Sam Doe	0.00	0.00	0.00	0.00
Betty Doe	0.00	0.00	0.00	0.00
FAMILY TOTAL	500.00	0.00	530.00	0.00
From January 1, 2017 Thru June 13, 2017				

Current accumulators displayed are effective as of the previous business day. Deductible and Out-of-Pocket totals do not include claims processed today or those still in process.

# Online Explanation of Benefits (EOBs)

Your claims status will display:

- Medical claims in process
- Medical claims processed

To view the online Explanation of Benefits (EOB) click on the [claim ID](#).

## Claim Status

Member ID: 888888  
Patient's Name: Jane Doe  
Patient's Date of Birth: 08/22/1982

[Help](#)

Medical Claims Processed							
(Click on the Claim ID below for more detailed information)							
Claim ID	Service from Date	Service to Date	Date Processed	Date Paid	Provider Name	Total Charges	Total Paid
<a href="#">A305000000</a>	2017-04-10	2017-04-10	2017-04-20	2017-04-25	Doctor	350.00	0.00
<a href="#">A304000000</a>	2017-02-20	2017-02-20	2017-03-01	2017-03-07	Pharmacy	80.00	0.00
<a href="#">A306000000</a>	2017-02-06	2017-02-06	2017-02-22	2017-02-28	LABORATORY	100.00	0.00

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