



Coming Soon! Electronic Explanation of Benefits

We are excited to announce that HealthSmart is “going green” and migrating to paperless, electronic Explanation of Benefits (EOBs) for students insured under the student health insurance plan! We’re saving paper, saving the environment and providing you with faster, more convenient access to your EOBs.

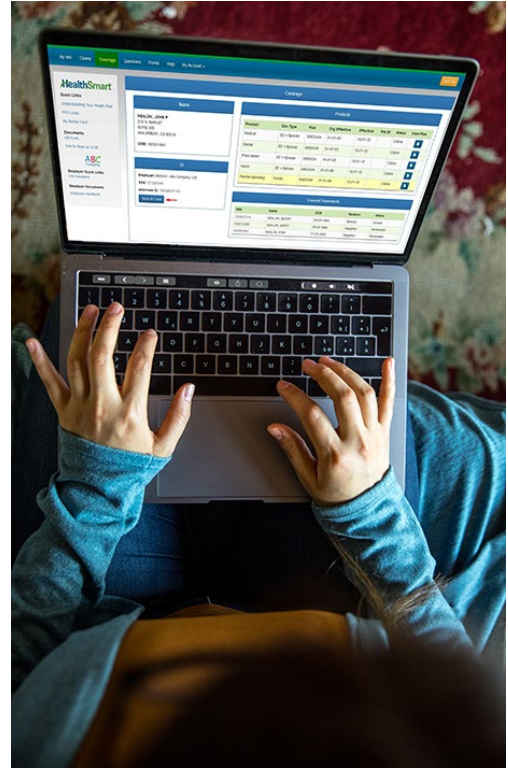
What are EOBs?

These are printed summaries of processed health insurance claims. They show how much was billed by a hospital or doctor, how much was paid to them, and how much you may owe for copays or deductibles.

Up until now, HealthSmart has sent these through postal mail. Electronic EOBs are faster, more secure and never gets lost in the mail. Plus, there's less clutter with unnecessary paper and envelopes, helping to save the environment!

Where can I view and download my EOBs?

When you receive medical care, HealthSmart mails you an EOB after your claim is processed. With our new electronic EOBs, you will receive an email when your claim is processed and your EOB is ready... no need to wait for postal mail! The email will direct you to log into myhealth.healthsmart.com where you can view, download or print your EOB anytime, anywhere.



The **myHealth** member portal also gives you access to your digital ID card, benefits, deductibles, out-of-pocket balances and much more. You can access from any laptop or computer, plus you can download the myHealth for HealthSmart app for your smartphone or tablet on the [App Store](#) and [Google Play](#)!

What do I need to do?

- Simple! Just make sure you have your **myHealth** account set up. If you and your adult dependents already have accounts set up, there’s nothing more to do!
- **If you or your adult dependents don’t have a myHealth account**, simply visit myhealth.healthsmart.com to set up your account. Be sure to have your Member ID card handy when setting up your account.

When will I start receiving my electronic EOBs?

You will begin receiving electronic EOBs **January 1, 2021**.

What if I don’t want to receive electronic EOBs?

You still have the option to receive paper EOBs. Visit myhealth.healthsmart.com AFTER January 1, 2021, click on “My Account” in the navigation bar, then select “Manage.” Select “No” for Go Green, then “Save Preferences.”

Where do I go with questions?

Contact HealthSmart Client Services at 800-331-1096 with any questions.

Download myHealth Today!

