Understanding Your Explanation of Benefits

An Explanation of Benefits (EOB) is a notification provided to members when a health care benefits claim is processed by Blue Cross and Blue Shield of New Mexico (BCBSNM). The EOB shows how the claim was processed. The EOB is not a bill. Your provider may bill you separately.

THE EOB HAS THREE MAJOR SECTIONS:

• Subscriber Information and Total of Claim(s) includes the member’s name, address, member ID number and group name and number. The Total of Claims table shows you the amount billed, any applied discounts, reductions and payments and the amount you may owe the provider.

• Service Detail for each claim includes:
  - Patient and provider information
  - Claim number and when it was processed
  - Service dates and descriptions
  - The amount billed
  - The discounts or other reductions subtracted from amount billed
  - Total amount covered
  - The amount you may owe (your responsibility)

• Summary - Shows you what the plan covers for each claim and your responsibility including:
  - Plan Provisions
    - The amount covered
    - Less any amounts you may owe, like deductible, copay and coinsurance
  - Your Responsibility
    - Deductible and copay amount
    - Your share of coinsurance
    - Amount not covered, if any
    - Amount you may owe the provider. You may have paid some of this amount, like your copay, at the time you received the service.

THE EOB MAY INCLUDE ADDITIONAL INFORMATION:

• Amounts Not Covered will show what benefit limitations or exclusions apply.

• Out-of-Pocket Expenses will show an amount when a claim applies toward your deductible or counts toward your out-of-pocket expenses.

• Fraud Hotline is a toll-free number to call if you think you are being charged for services you did not receive or if you suspect any fraudulent activity.

• An explanation of your right to appeal if your health plan doesn’t cover a health care claim.

Your EOBS Are Available Online!

Sign up for Blue Access for MembersSM (BAMSM) at bcbsnm.com for convenient and confidential access to your claim information and history. Choose to opt out of receiving EOBS by mail to save time and resources. Go to BAM and click on Settings/Preferences to change your preferences.

Available in English and Spanish
EXPLANATION OF BENEFITS

An EOB is a statement showing how claims were processed. This is not a bill. Your provider(s) may bill you directly for any amount you may owe. KEEP FOR YOUR RECORDS.

Log in to Blue Access for MembersSM at bcbsnm.com to see plan and claim details or to contact us through our secure Message Center.

Have questions about this EOB? Customer Advocates are here to help! 800-409-8402

Jon Smith
1234 Cedar Road
APT #2
Any Town, NM 87125

SUBSCRIBER INFORMATION
GROUP NAME HERE

SERVICE DETAIL - CLAIM (1)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount billed</th>
<th>Deductible and copay amount</th>
<th>Amount covered (allowed)</th>
<th>Your Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical Charges</td>
<td>4,000.00</td>
<td></td>
<td>(1,800.00) 2,200.00</td>
<td></td>
</tr>
<tr>
<td>Recovery Room</td>
<td>900.00</td>
<td>(1,510.00) 390.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Med/Surg Supplies</td>
<td>300.00</td>
<td>(1,160.00) 160.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laboratory Services</td>
<td>1,200.00</td>
<td>(1,820.00) 380.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laboratory Services</td>
<td>200.00</td>
<td>(1,160.00) 40.00</td>
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<td></td>
</tr>
<tr>
<td>MRI Outpatient</td>
<td>850.00</td>
<td>(1,440.00) 410.00</td>
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<td></td>
</tr>
<tr>
<td>Drugs</td>
<td>200.00</td>
<td>(1,110.00) 90.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muscle Manipulation</td>
<td>100.00</td>
<td>(1,550.00) 50.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CLAIM TOTALS</strong></td>
<td><strong>$7,850.00</strong></td>
<td><strong>$3,930.00</strong> <strong>$3,920.00</strong></td>
<td><strong>$1,065.00</strong> <strong>$536.00</strong></td>
<td><strong>$100.00</strong></td>
</tr>
</tbody>
</table>

**PLAN PROVISIONS**

<table>
<thead>
<tr>
<th>Your Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible and copay amount</td>
</tr>
<tr>
<td>Coinsurance</td>
</tr>
<tr>
<td>Amount not covered</td>
</tr>
</tbody>
</table>

**TOTAL OF CLAIMS**

| Amount billed | $7,850.00 |
| Discounts, reductions and payments | - $6,149.00 |
| You may have to pay your provider | $1,701.00 |

We reviewed the claim for this patient based on the additional information received regarding other group health care coverage involvement. Blue Cross and Blue Shield has negotiated discounts with this provider. The following show how this claim was adjusted.

Member’s name and mailing address
1. 
2. Member ID and group number
3. Summary box for all claims including total billed by the provider, and discounts, reductions or payments made, and the amount you may owe
4. Detailed claim information for each claim
5. Patient name and service date
6. Provider information
7. Claim number and date the claim was processed
8. Service description
9. Amount billed for each service
10. The amount covered (allowed) for each service and the discounts or reductions subtracted from the amount your provider billed
11. Your share of the costs
12. Claim summary with amount covered less your responsibility
13. Deductible and/or out-of-pocket expense information
14. Health Care Fraud Hotline

*Please provide this information when contacting us about a claim.

Not all EOBs are the same. The format and content of your EOB depends on your benefit plan and the services provided. Deductible and copayment amounts vary.