

Frequently Asked Questions about the Electronic Explanation of Benefits (EOB)

1) What are the advantages of using online EOB statements?

- **Reduce clutter!**
- **Access up to 18 months of EOB statements.** EOBs are securely stored online, so you can view, print or download your statements to your computer at any time for record-keeping purposes.
- If an EOB statement cannot be located, please contact the Customer Service number on the back of your member ID card to have one mailed through USPS.
- View statements as soon as they are available, without having to wait for the mail.
- **View the same information online that is on your paper statement, including:**
 - A summary of drug claims processed since your last EOB statement
 - A summary of your total yearly drug costs and total out-of-pocket costs
 - Information about your benefit stage, including how close you are to the Coverage Gap
 - Any updates to the formulary (list of covered drugs) that may affect your medications

2) If I decide to stop viewing my EOBs online, can I change back to paper EOB statements?

Yes. You may call Customer Service at the numbers on the back of your member ID card to let us know you would like to receive your EOB statements in the mail again. Or, you can make your request online at [Express Scripts](#) (or the website address provided by your plan). After logging in, select “Communication Preferences” under “Account” menu. Then select “Letter” next to “Explanation of Benefits” and click “Submit Changes” at the bottom of the screen.

3) How will I know when my EOB is ready to view?

You will receive an email notification that your statement is ready to be viewed. This notification will generally arrive around the 15th of the month following each month that you filled a prescription using your Medicare Part D benefit.

4) When will I start to receive email notifications that my online EOB is ready?

Once you select online-only EOBs, your notifications will generally start following the first month in which you filled a prescription using your Medicare Part D benefit. If you make your selection after the 22nd day of the month, your notifications will be delayed by an additional month.

5) How long do my EOB statements remain available online?

EOBs remain online for 18 months, so you will always have access to the most current 18 months of your statements.

6) How do I request an EOB statement older than 18 months?

If an EOB statement cannot be located, please contact the Customer Service number on the back of your member ID card to have one mailed through USPS.

7) Will my online EOB statements be as informative as my paper EOB statements?

Yes. You can view the same information online that is on your paper statement, including:

- A summary of drug claims processed since your last EOB
- A summary of your total yearly drug costs and total out-of-pocket costs
- Information about your benefit stage, including how close you are to the Coverage Gap
- Any updates to the formulary (list of covered drugs) that may affect your medications

8) How can I switch to online EOB statements only?

There are two ways to switch:

- Make your request online
- Call Customer Service at the numbers on the back of your member ID card, or call 1-800-716-3235.

9) How do I access my EOB statement online?

- Log on to [Express Scripts](#) using your user name and password, or the website address provided by your plan sponsor/health plan, if applicable.
- Select Explanation of Benefits.
- Click View this file beside the month you wish to review.

10) Are online EOBs secure?

Yes. Electronic EOBs are securely stored online.

11) Who should I call if I have any questions about my EOB?

You may call Customer Service at the numbers on the back of your member ID card if you have any questions about your EOB statements.