

How to View your Benefits, Claims, and EOB



How to View your Benefits, Claims, and EOB

In this job aid, we will show you how to view your Member Benefits, Claims, and your Explanation of Benefits (EOB) form.

How to View your Benefits

1. Log into your Blue Connect account.

The screenshot displays the Blue Cross Blue Shield of North Carolina website. At the top, a navigation bar includes links for Home, Members, Medicare, Employers, Providers, Agents, Contact Us, and Español. Below this is the BlueCross BlueShield of North Carolina logo, a search bar, and links for Find Doctor / Drug / Facility, Shop Plans, and Member Login. A red banner below the navigation bar provides information about COVID-19. The main content area features a large image of a family with the text "HEALTH CARE IN YOUR HANDS". Overlaid on this image is a "Blue Connect Member Login" form with fields for User ID and Password, a Log In button, and links for Forgot User ID?, Forgot Password?, and Register Now. A Feedback button is visible in the bottom right corner.

Home Members Medicare Employers Providers Agents Contact Us Español

BlueCross BlueShield of North Carolina

Find Doctor / Drug / Facility Shop Plans Member Login Search

For Blue Cross NC's latest information on the **COVID-19 (coronavirus)**, please visit bluecrossnc.com/coronavirus.

Home > Members

HEALTH CARE IN YOUR HANDS

Blue Connect Member Login

User ID

Password

Log In

Forgot User ID?
Forgot Password?
Register Now

Feedback

How to View your Benefits

2. Click the **Claims** tab.

The screenshot displays the BlueConnect user interface. On the left is a dark blue navigation sidebar with icons and labels for Home, Profile, Coverage, Claims, Find Care, Billing & Payments, and a folder icon. The main content area features a header with a home image and the text "Good Morning, Welcome to Blue Connect." Below this is a tabbed interface with "Health" and "Prescription" tabs. Under the "Health" tab, there are four main sections: "Claims" (highlighted with a red box), "ID Card", "Manage Plan", "Find Care", "Coverage", and "Documents & Forms". The "Claims" section includes a document icon and the text "View your claims and explanation of benefits (EOB)". To the right of the main content is a promotional banner for "Rx Savings Solutions" with the text "Don't miss out on prescription savings!" and "LEARN MORE".

How to View your Benefits

- In the Health Claims screen, you can see both your Recent Health Claims as well as the Expense Summary for you and your family. That includes benefit information including Deductibles and total applied to Out-of-Pocket Limit.

The screenshot displays two side-by-side panels from the BlueConnect application. The left panel, titled 'Recent Health Claims', lists three claims with their dates, statuses, patient names, providers, total charges, and amounts owed. The right panel, titled 'Expense Summary', shows a family selection interface with buttons for 'Family', 'John', 'Julie', and 'Luke'. It also features a legend for 'In-Network' and 'Out-of-Network' expenses, and two progress bars: one for the Deductible (\$7,000) showing \$3,500.00 paid and \$3,500.00 to go, and another for the Out-of-Pocket Limit (\$12,700) showing \$3,540.00 paid and \$9,160.00 to go. A legend at the bottom of the right panel identifies 'Deductible' and 'Coinsurance' with colored dots. Both panels have a 'View More' or 'Expense Details' button at the bottom.

Recent Health Claims

- Jul 1, 2020 • Processed**
 Patient: John Smith
 Provider: Duke Health →
 Total Charges: \$3,000.00
 You May Owe: \$1,267.00
- Jun 2, 2020 • In Progress**
 Patient: Stephanie Smith →
 Provider: Rex Hospital
- May 3, 2020 • Reprocessed**
 Patient: John Smith →
 Provider: Duke Health →
 Total Charges: - \$450.00
 You May Owe: \$0.00

[View More](#)

Expense Summary

Family | John | Julie | Luke

In-Network | Out-of-Network

Deductible (\$7,000)

\$3,500.00 paid | **\$3,500.00** to go

Out-of-Pocket Limit (\$12,700)

\$3,540.00 paid | **\$9,160.00** to go

● Deductible ● Coinsurance

[Expense Details](#)

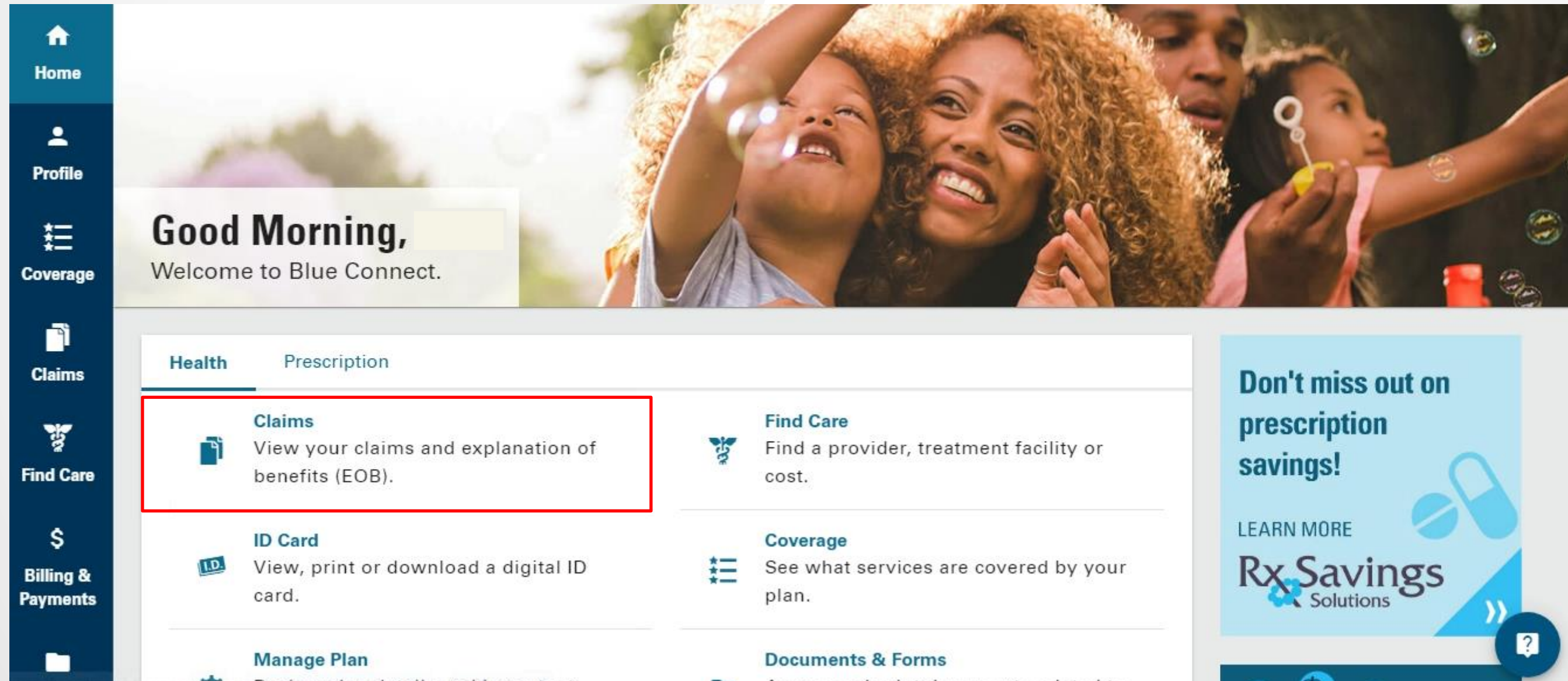
How to View your Claims and EOB

1. Next, we will look at how to locate your Claims and EOBs. Log into your Blue Connect account.

The screenshot displays the BlueCross BlueShield of North Carolina website. At the top, there is a navigation bar with links for Home, Members, Medicare, Employers, Providers, Agents, Contact Us, and Español. Below this is a dark blue header containing the BlueCross BlueShield logo, a search bar, and links for 'Find Doctor / Drug / Facility', 'Shop Plans', and 'Member Login'. A red banner below the header provides information about COVID-19. The main content area features a large image of a family with the text 'HEALTH CARE IN YOUR HANDS'. Overlaid on the right side of this image is a 'Blue Connect Member Login' form with fields for 'User ID' and 'Password', a 'Log In' button, and links for 'Forgot User ID?', 'Forgot Password?', and 'Register Now'. A 'Feedback' button is visible in the bottom right corner.

How to View your Claims and EOB

2. Click the **Claims** tab. The Claims Overview screen will appear.



How to View your Claims and EOB

3. On the **Health Claims** screen, you can view all your claims activity.

- Click **View More** to view all your claims.
- On the **All Health Claims** screen, you can search for previous claims by putting in different filters.

The screenshot shows the 'Health Claims' page. At the top, it displays the user's selected plan: '01/01/2021 - Active', 'Blue Options Health', and 'Covered Members: John, Julie, Luke'. Below this, there is a section for 'Recent Health Claims' with three entries:

- Jul 1, 2020 • Processed**: Patient: John Smith, Provider: Duke Health, Total Charges: \$3,000.00, You May Owe: \$1,267.00
- Jun 2, 2020 • In Progress**: Patient: Stephanie Smith, Provider: Rex Hospital
- May 3, 2020 • Reprocessed**: Patient: John Smith, Provider: Duke Health, Total Charges: -\$450.00, You May Owe: \$0.00

A red box highlights the 'View More' button at the bottom right of the 'Recent Health Claims' section.



The screenshot shows the 'All Health Claims' page. At the top, it displays the user's selected plan: '01/01/2021 - Active', 'Blue Options Health', and 'Covered Members: John, Julie, Luke'. Below this, there is a search bar and a filter dropdown menu, both highlighted with a red box. To the right of the search bar are buttons for 'Download All Claims' and 'Print All Claims'. Below the search bar is a table of claims:

Service Date	Status	Claim #	Patient	Provider	Total Charges	You May Owe
07/01/2021	Processed	153010077400	John Smith	Duke Health	\$3,000.00	\$1,267.00
06/01/2021	In Progress	153010077401	Stephanie Smith	Rex Hospital		
05/01/2021	Reprocessed	153010077402	John Smith	Duke Health	-\$450.00	\$0.00
04/01/2021	In Review	153010077403	Luke Smith	Respicare DME		
03/01/2021	Processed	153010077404	Julie Smith	WakeMed	\$386.00	\$20.00
02/01/2021	In Progress	153010077405	John Smith	Duke Health		
01/01/2021	Processed	153010077406	Stephanie Smith	WakeMed	\$3,250.00	\$1,450.00

How to View your Claims and EOB

- You can also view EOBs by clicking on a claim. When you click a particular claim, the system will expand to show you a summary of the claim.
- Click the **Download EOB** button to download the EOB as a PDF.

The screenshot displays the 'All Health Claims' interface. At the top, there is a search bar and a 'Filter' dropdown. Below this is a table of claims. The first claim is expanded to show a detailed breakdown of charges and payments. The 'Download EOB' button is highlighted with a red box.

Service Date	Status	Claim #	Patient	Provider	Total Charges	You May Owe
07/01/2021	Processed	153010077400	John Smith	Duke Health	\$3,000.00	\$1,267.00
Your Provider Billed			\$3,000.00	You May Owe		\$1,267.00
Allowed Amount			\$2,467.00	Copayment		\$25.00
Blue Cross NC Paid			\$1,200.00	Applied to Deductible		\$1,292.00
Member Savings			\$533.00	Applied to Coinsurance		\$0.00
Claim Received: Jan 7, 2020				Your Explanation of Benefits (EOB) is now available.		
Paid On: Jan 14, 2020				Download EOB		
				Print Claim		
06/01/2021	In Progress	153010077401	Stephanie Smith	Rex Hospital		
05/01/2021	Reprocessed	153010077402	John Smith	Duke Health	-\$450.00	\$0.00
04/01/2021	In Review	153010077403	Luke Smith	Respicare DME		
03/01/2021	Processed	153010077404	Julie Smith	WakeMed	\$386.00	\$20.00