

Explanation of Benefits (EOB) Update

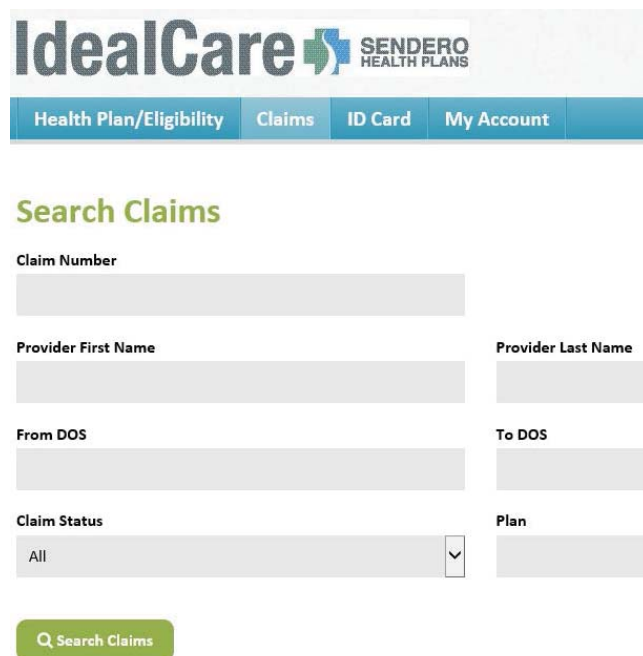
Beginning August 1, 2019,
IdealCare will no longer mail EOBs to Members.

All 2019 EOBs will be available in the 2019 Member Portal. You can access the Member Portal online at: https://senderohealth.com/idealcareeng/_member_portal.html. Follow the steps below to find your 2019 EOBs once you are logged into your Member Portal:

1. Click the “Claims” tab



2. Enter the search parameters you prefer, then click “Search Claims”

The image shows the 'Search Claims' form in the IdealCare Member Portal. The form has a header with the IdealCare logo and 'SENDERO HEALTH PLANS'. Below the header is a navigation bar with tabs for 'Health Plan/Eligibility', 'Claims', 'ID Card', and 'My Account'. The 'Claims' tab is selected. The form is titled 'Search Claims' and contains several input fields: 'Claim Number', 'Provider First Name', 'Provider Last Name', 'From DOS', 'To DOS', 'Claim Status' (with a dropdown menu set to 'All'), and 'Plan'. A green 'Search Claims' button is located at the bottom of the form.

3. Once the claims appear based on your search, click the claim number shown in green font.
4. The EOB will open in PDF for you to print or save.

If you need help with the Member Portal, or need help obtaining an EOB, please contact IdealCare at 1-844-800-4693 for assistance. Representatives are available Monday - Friday from 8:00 AM - 5:00 PM.