

# How to get an explanation of benefits or other documentation

When you need a medical explanation of benefits (EOB) document for yourself and those covered by an Anthem health plan to substantiate or verify an expense claim, you can get them online at **anthem.com**. If you used your spending account for the healthcare expenses of a family member who is not covered by Anthem medical benefits, log in to that health plan's website, and get the EOB for the timeframe you need.



If you used your spending account for dental or vision expenses, log in to Aetna Dental or EyeMed.


To access a medical EOB at [anthem.com](https://www.anthem.com):

Log in to the site.

The screenshot shows the Anthem website interface. At the top, there are navigation links: "For Employers", "For Producers", "For Providers", and "Medicaid Renewal". On the right, there is a search bar and a "Español" link. Below the navigation, the Anthem logo is followed by "Insurance Plans", "Member Support", and "Health & Wellness Resources". There are two buttons: "Find Care" and "Log In". The main content area features a banner with the headline "Losing Your Medicaid Coverage? We Can Help." and a sub-headline "If you no longer qualify for Medicaid, we can help you find the right health coverage. Anthem Individual and Family plans can be an affordable option for you and your family." Below this is a blue button labeled "Explore Your Options". To the right of the text is a photograph of a man and a young child. Below the banner, there is a contact icon and the text: "Talk to a health plan consultant: 833-828-6962 (TTY: 711) Mon-Fri, 8 am to 8 p.m. ET, 8 a.m. to 7 p.m. CT, 7 a.m. to 6 p.m. MT, 7 a.m. to 5 p.m. PT". At the bottom of the page, there are three icons with corresponding text: a calendar icon for "New member? Register now, or download the Sydney Health app to access your benefits, ID card, pharmacy info, and more.", a clock icon for "Understand your care options ahead of time so you can save time and money.", and a head icon for "Make your mental health a priority. Explore our resources."



Log in to the site, continued.

**Anthem** 

[Find Care](#) | Search Anthem.com

Individual & Family Medicare Medicaid Employers Producers Providers COVID-19 Info Español

**For Members**  
Print ID cards, view claims, pay bills

**For Employers**  
Manage your employees' benefits

**For Producers**  
Find the tools to grow your business

**For Providers**  
Request authorizations, submit claims, and access training

**Return Shopper**  
Pick up where you left off


Please select your account type.

**Medicare, Individual & Family, and Employer Group Plans**  **Medicaid**

**Log In**

[Forgot Username or Password? >](#)  
[Not signed up? Register now. >](#)

Enter your username and password.


**Anthem** 

[Find Care](#) | Search Anthem.com

Individual & Family Medicare Medicaid Employers Producers Providers COVID-19 Info Español

Log in to your member account  
Not signed up? [Register now](#)

**Email Address or Username**

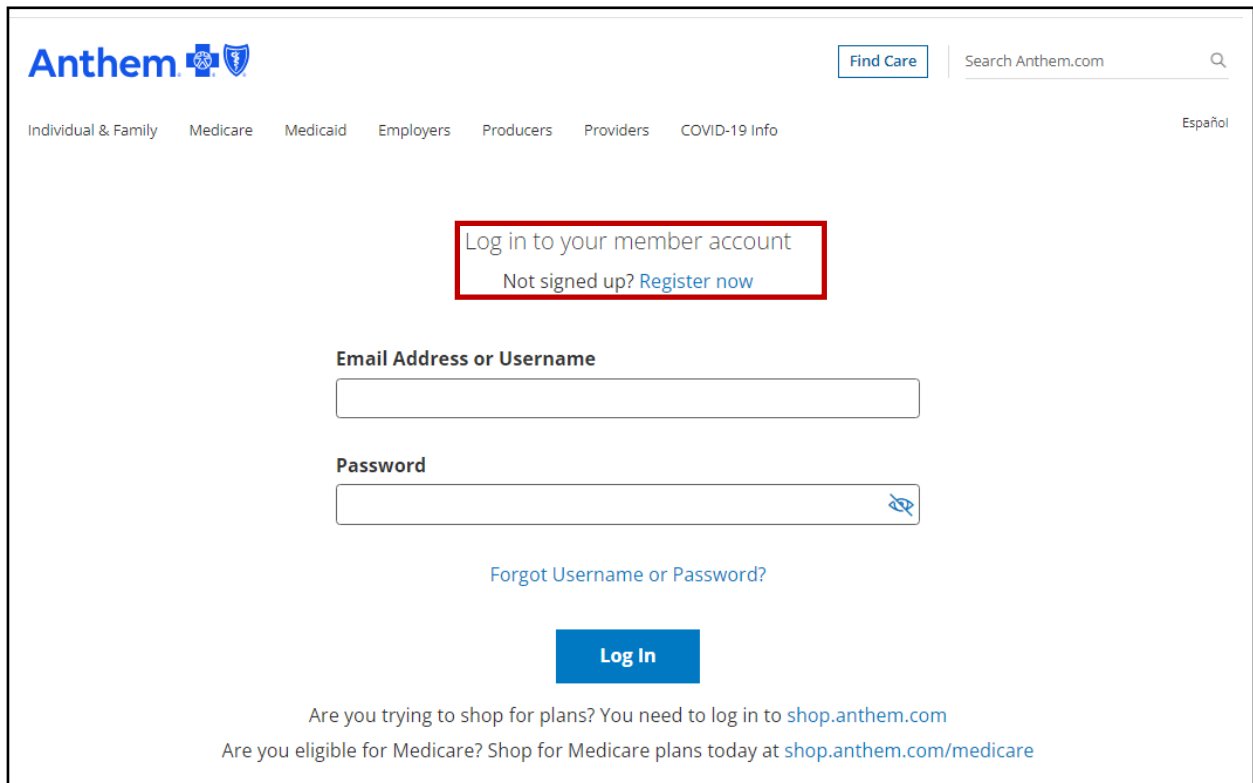
**Password**  
 

[Forgot Username or Password?](#)

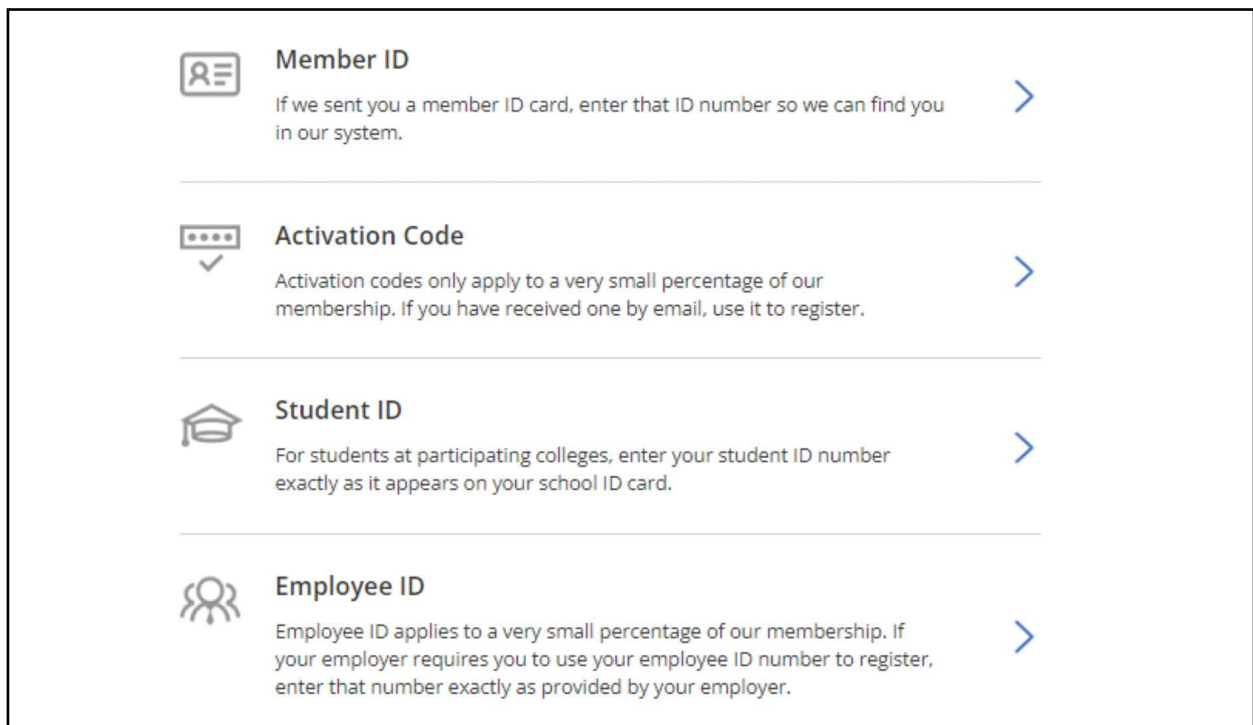
**Log In**

Are you trying to shop for plans? You need to log in to [shop.anthem.com](https://shop.anthem.com)  
Are you eligible for Medicare? Shop for Medicare plans today at [shop.anthem.com/medicare](https://shop.anthem.com/medicare)

If you haven't logged in before, select **Register now** to create a username and password.

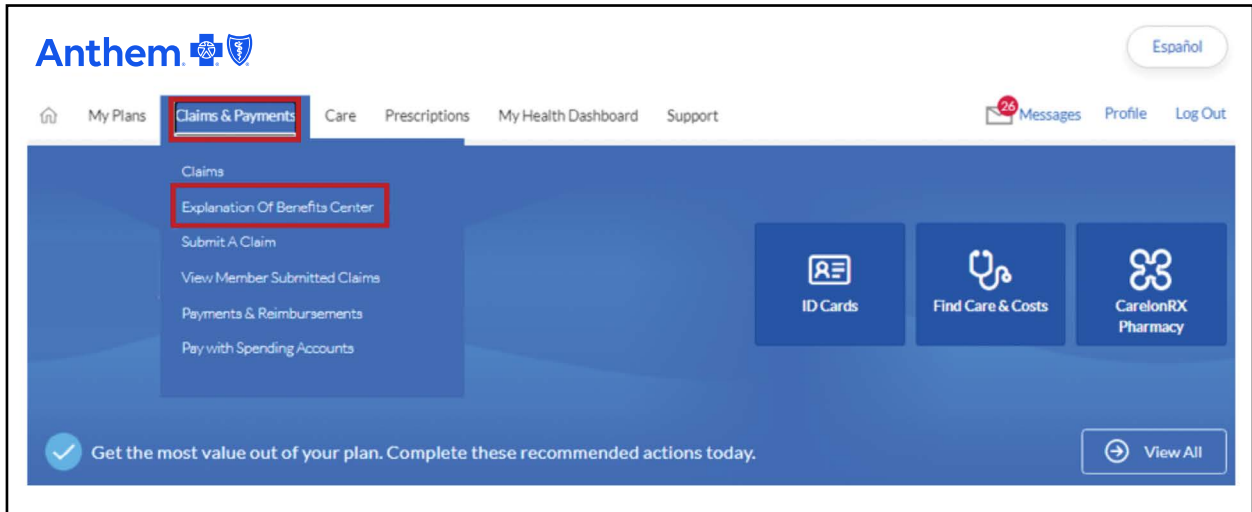


The image shows the Anthem website's login page. At the top left is the Anthem logo. To the right is a 'Find Care' button and a search bar labeled 'Search Anthem.com'. Below the logo is a navigation menu with links for 'Individual & Family', 'Medicare', 'Medicaid', 'Employers', 'Producers', 'Providers', and 'COVID-19 Info'. A 'Español' link is in the top right corner. The main content area features a red-bordered box with the text 'Log in to your member account' and a link 'Not signed up? Register now'. Below this are two input fields: 'Email Address or Username' and 'Password'. A 'Forgot Username or Password?' link is positioned below the password field. A blue 'Log In' button is centered below the fields. At the bottom, there are two lines of text: 'Are you trying to shop for plans? You need to log in to [shop.anthem.com](https://shop.anthem.com)' and 'Are you eligible for Medicare? Shop for Medicare plans today at [shop.anthem.com/medicare](https://shop.anthem.com/medicare)'.

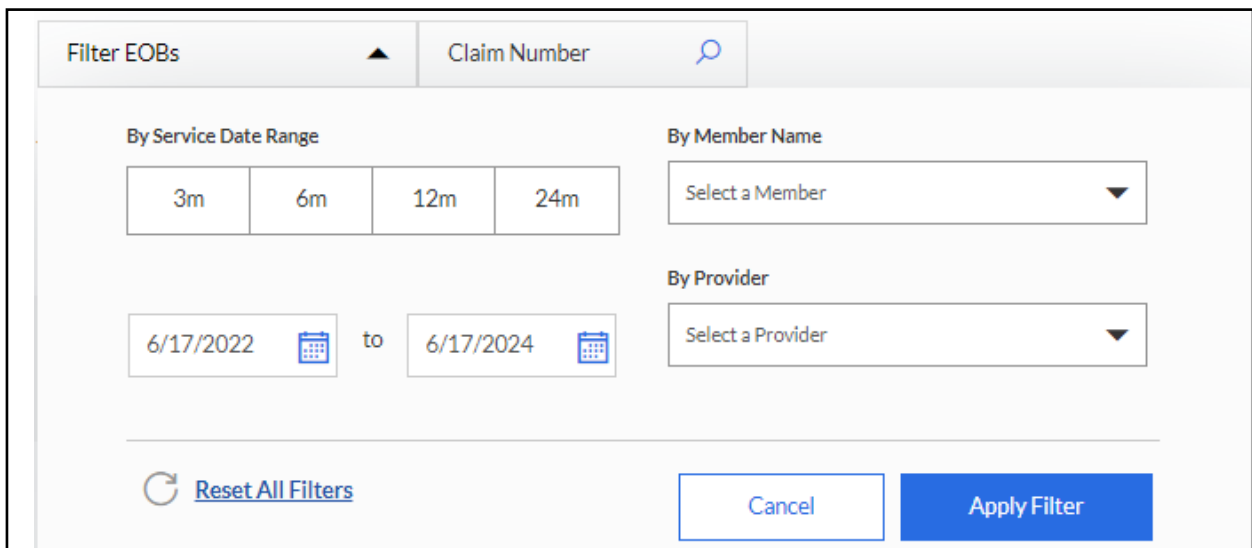
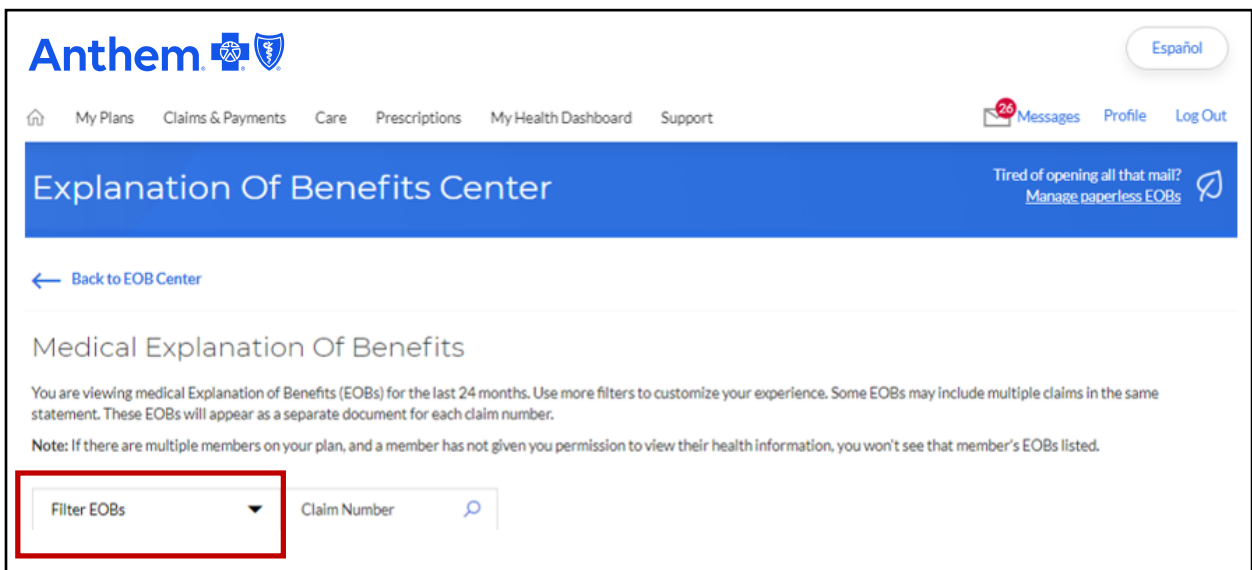


The image shows the registration options on the Anthem website. It features four distinct sections, each with an icon, a title, a description, and a right-pointing arrow. The first section is 'Member ID' with a card icon, stating 'If we sent you a member ID card, enter that ID number so we can find you in our system.' The second is 'Activation Code' with a speech bubble icon, stating 'Activation codes only apply to a very small percentage of our membership. If you have received one by email, use it to register.' The third is 'Student ID' with a graduation cap icon, stating 'For students at participating colleges, enter your student ID number exactly as it appears on your school ID card.' The fourth is 'Employee ID' with a person icon, stating 'Employee ID applies to a very small percentage of our membership. If your employer requires you to use your employee ID number to register, enter that number exactly as provided by your employer.'

Select **Claims & Payments**, and then **Explanation of Benefits Center**.



Select **Filter EOBs** and enter the timeframe you need to include the unsubstantiated transactions listed in the pending/processing transactions.



The Explanation of Benefits you selected will show on screen. Select the EOB that matches the unsubstantiated claim and download it to your device.

The screenshot shows the Anthem Explanation of Benefits Center. At the top, there is the Anthem logo and a language selector for Spanish. The navigation bar includes links for My Plans, Claims & Payments, Care, Prescriptions, My Health Dashboard, and Support. On the right, there are links for Messages (with a 26 notification), Profile, and Log Out. A blue banner at the top of the main content area reads "Explanation Of Benefits Center" and includes a link to "Manage paperless EOBs" with a paper plane icon. Below the banner is a "Back to EOB Center" link. The main heading is "Medical Explanation Of Benefits". A paragraph explains that users are viewing EOBs for the last 24 months and can use filters. A note states that EOBs will appear as separate documents for each claim number. A note also mentions that if there are multiple members on a plan, only those with permission to view health information will be listed. Below this is a filter section with a "Filter EOBs" dropdown and a "Claim Number" search box. The text "You have 12 EOBs found." is displayed. A table lists the EOBs with columns for EOB Statement Date, Service Date Range, Claim Number, and EOB. The table contains four rows of data, each with a download link for the EOB.

EOB Statement Date	Service Date Range	Claim Number	EOB
09/27/2023	09/11/2023 - 09/11/2023		<a href="#">↓ EOB</a>
08/16/2023	08/02/2023 - 08/02/2023		<a href="#">↓ EOB</a>
08/16/2023	07/27/2023 - 07/27/2023		<a href="#">↓ EOB</a>
08/16/2023	07/27/2023 - 07/27/2023		<a href="#">↓ EOB</a>

Anthem Blue Cross and Blue Shield  
PO BOX 105187  
ATLANTA, GA 30348-5187

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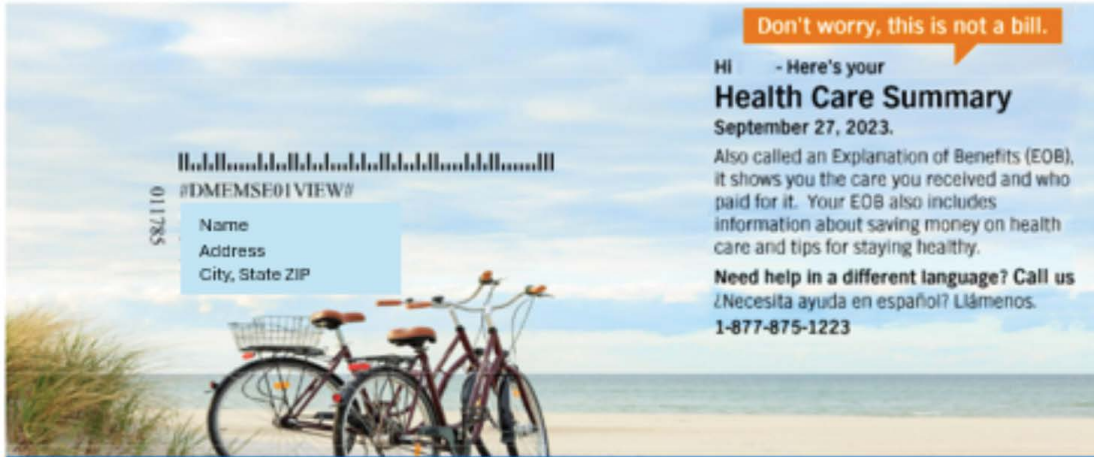
Don't worry, this is not a bill.

Hi - Here's your  
**Health Care Summary**  
September 27, 2023.

Also called an Explanation of Benefits (EOB), it shows you the care you received and who paid for it. Your EOB also includes information about saving money on health care and tips for staying healthy.

**Need help in a different language? Call us**  
¿Necesita ayuda en español? Llámenos.  
**1-877-875-1223**

011785  
#DMEMSE01VIEW#  
Name  
Address  
City, State ZIP



Helpful resources



Use **Sydney Health**, the Anthem member mobile app, or **anthem.com** to check on claims, review your benefits and find care.

Text Sydney to 268436 to download the Sydney Health app.



**Call**  
1-877-875-1223 TTY/TDD: 711

Claims summary

Doctor/facility charges:	\$861.28
Your discounts:	-804.39
Due to your doctor/facility (max allowed):	\$56.89
Anthem paid:	-0.00

What you pay : \$56.89

Preventive care reminders

It looks like you're up to date on your well visits and preventive care. Go to [anthem.com/preventive-care](https://www.anthem.com/preventive-care) to learn more about what's recommended for you.

\* Your checklist is based on age and gender guidelines from the Centers for Disease Control and Prevention. If you have been to the doctor recently, it may not reflect your most recent services.

You will not be able to view your accounts online if you have terminated your account or employment with CarMax more than 2 years ago. Please call Support at **833-290-2480** for further assistance.

For assistance with your spending accounts, Contact Anthem Health Guides at **833-290-2480**.

See [Health Care Flexible Spending Account Claims resources](#) on the benefits website for details on how to upload EOBs and other substantiating documents.

