

For brokers and producers only

Date: September 30, 2021

Markets: All

Coming Soon: The New, Improved EOB

In a targeted effort to improve member experience and empower individuals to make better, more informed choices about their healthcare, we've completely redesigned our Explanation of Benefits (EOB). Its bold, clean visuals and plain, direct language will make it easier for members to understand their care, coverage and costs.

The planned launch date for the new EOB is Q4 2021. Key features include:

- **Claims Statement Summary:** A single page dedicated to all insurance claims, displaying savings, what's owed, what's covered and why.
- **Deductible Tracker:** A simple graph that monitors the member's out-of-pocket payments to date.
- **Member Alert:** A bold icon that indicates claims that require attention.

Improvements to the EOB will be reflected both in printed mailers as well as on the member's *My Account* page. For a preview of the new EOB, check out carefirst.com/eob.

For more information

If you have any questions, please contact your broker sales representative.