

For brokers and producers only

Date: November 11, 2021

Markets: ALL

The New EOB is Here!

We're proud to announce that the completely redesigned Explanation of Benefits (EOB) is now available to members who receive care on or after November 8, 2021. Its bold, clean visuals and direct language will make it easier for members to understand their care, coverage, and costs.

The new EOB will improve member experience and empower individuals to make better, more informed choices about their healthcare. The collaborative effort of this redesign demonstrates CareFirst's commitment to our members as Difference Makers.

Key features of the New EOB 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.

For more information

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