



19 **QUESTIONS? CONCERNS?**
Contact your Customer Service Representative at

20 **WEB SITE:**

21 _____

22 _____

www.wausaubenefits.com

 1
 Employee
 Member Number
 Patient
 Notice Date
 Employer Name
 Employer Number

 2
EXPLANATION OF BENEFITS NOTICE - THIS IS NOT A BILL

 2
 Provider:

 3
 Patient Account:

 4
 Claim Control Number:

Service Description	Dates of Service From: To:	Amount Billed	Amount Not Payable	See Note Section	Less Deductible	Allowable Amount	%	Plan Benefit Amount	Amount Paid	You Owe Your Provider
5	6	7	8	9	10	11	12	13	14	15
TOTALS										

Note Section

16

17

Benefit Period	Benefit Level	Applied To Date
	18	

EOB Field Explanations:

- 1 Fields include member information under which the claim was processed.
- 2 Hospital, physician or other health care provider that performed the services.
- 3 Account number assigned by the hospital, physician or other health care provider.
- 4 Wausau Benefits assigns a unique claim control number to each claim received.
- 5 Services and/or procedures that were performed by the hospital, physician or other health care provider.
- 6 Date(s) services were performed by the hospital, physician or other health care provider.
- 7 Amount charged for the services by the hospital, physician or other health care provider.
- 8 Charges not allowed according to the Plan - see comment code.
- 9 Refers to codes used to explain charges that were not allowed - see Note Section.
- 10 Amount applied to the deductible.
- 11 Charges allowed for payment - this is the difference between the "Amount Billed" and the "Amount Not Payable" and/or "Less Deductible" columns.
- 12 Percentage at which the Allowable charges are paid.
- 13 Amount actually payable by the Plan.
- 14 Amount that Wausau Benefits paid the provider.
- 15 Only amount you are responsible to pay to the hospital, physician or other health care provider, if applicable.
- 16 Explains codes provided in the "See Note Section" column. Lists the specific code and its definition.
- 17 List of individuals or organizations to whom checks were issued.
- 18 Provides benefit period and benefit levels, amounts applied to individual/family deductibles, out-of-pocket and lifetime maximums, if applicable.

Reverse Page:

- 19 Wausau Benefits toll-free telephone number for members to call with questions regarding the Explanation of Benefits.
- 20 Wausau Benefits Web site address for members to access regarding eligibility and claim information.
- 21 Indicates the specific time frame for members to file appeals. This information is provided in the members' SPD (Summary Plan Document). Also indicates the members' rights to file civil action.
- 22 Indicates the toll-free telephone number for members to call if they suspect illegal activity regarding claims.