

Electronic EOBs

EOBs (Explanation of Benefits) can now be viewed and printed right from our Member Benefits website. Just log into your benefits account and follow the instructions below to locate your claim and view, download, or print your EOB.

Instructions

Instructions for locating the claim you wish to view, download, or print are outlined in the following steps.

Step 1

Log into your Member Benefits account. You can access your account by either clicking on “Login to Member Benefits” from our website at www.neca-ibew.org inside the Benefits Login Box, or go directly to <https://memberxg.gobasys.com/necaibew/#/account/login>. Then log into your account with your username and password.



Access your benefits.

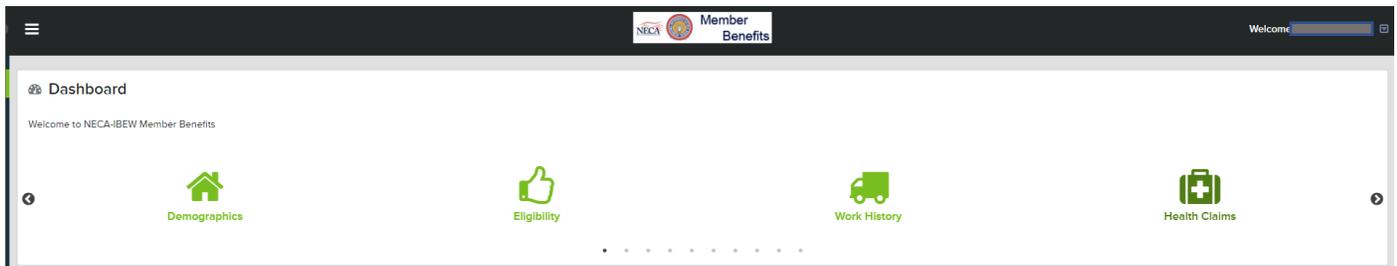
Check your benefits 24/7, no need to call the fund office. Login with your email and password to continue.

[Can't access your account?](#)

*Note: If you do not have a benefits account created, then you can set up your account by clicking on the “Create Account” link at the top right corner of the page. Follow the instructions to create your new account. Any person over the age of 18 years old will need to have their own account; this includes the

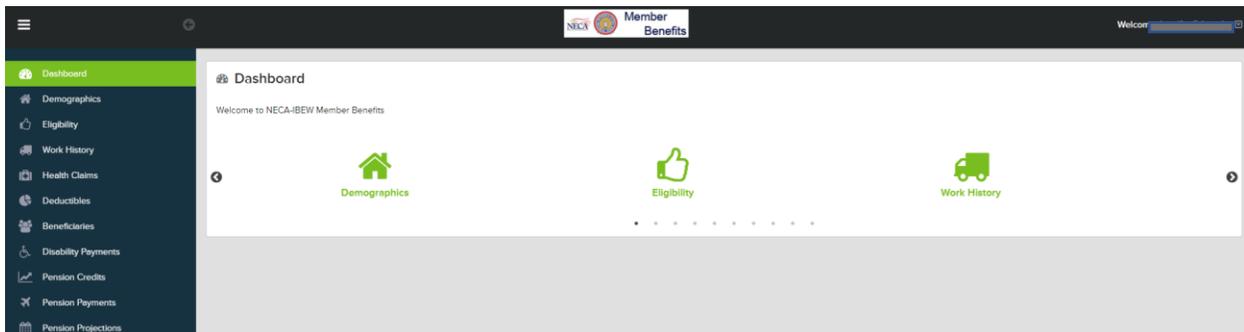
spouse and children. Any children under the age of 18 years old will have their claims visible under the member's account.

Access denied to view Health information for [REDACTED]
If you have questions about this information, please call the NECA-IBEW Fund Office at 1-800-765-4239.



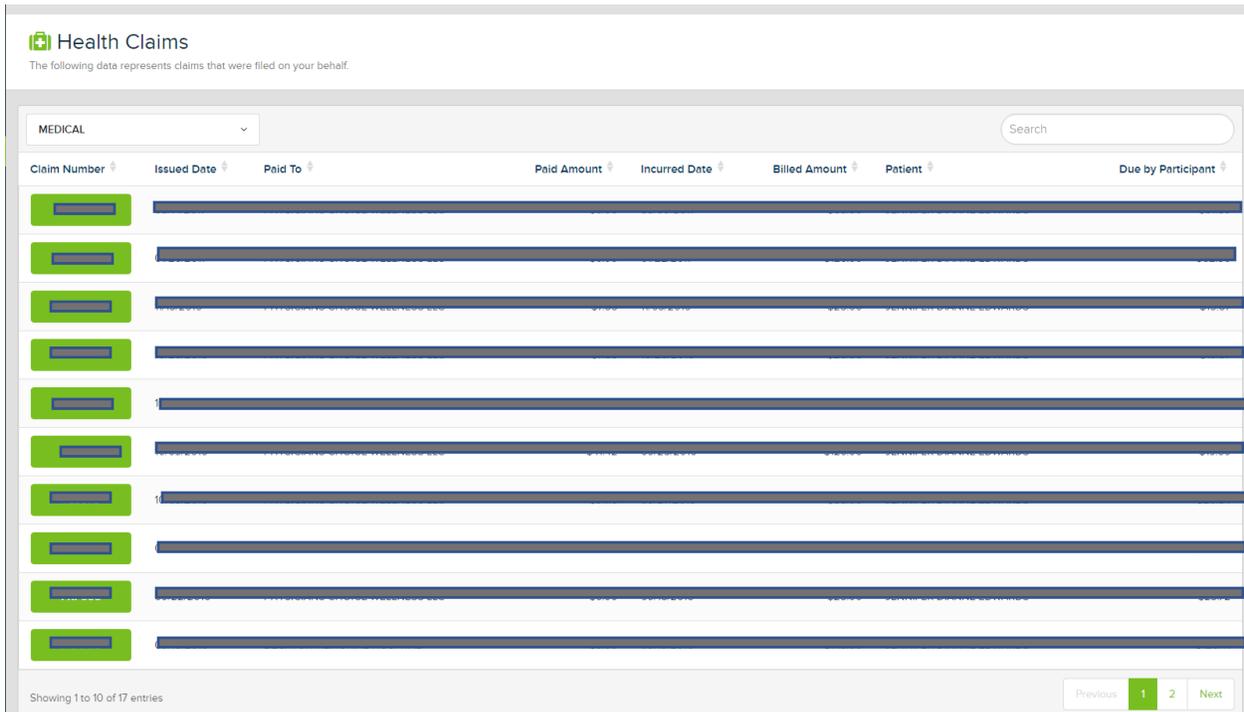
Step 2

After logging into your account, you will see a variety of options in the dashboard. You can keep the “swipe” view, which is shown above, or you can click on the menu icon at the top left corner to have the options drop down, like the view shown below. In either view you choose, click on the Health Claims option to open the claims page.



Step 3

You can search for the claim you would like to view the eEOB for by using the Search box on the right, or by filtering any column by clicking the arrow next to what you would like to filter. When you find the claim you would like to view, click on the green box of that particular claim.



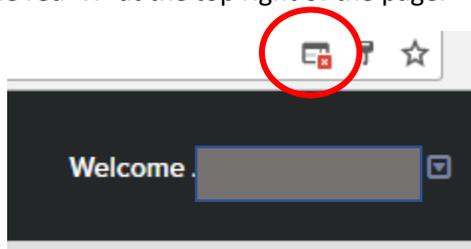
The screenshot shows a web interface titled "Health Claims" with a subtitle "The following data represents claims that were filed on your behalf." Below the title is a filter dropdown menu set to "MEDICAL" and a search box. The main area contains a table with the following columns: Claim Number, Issued Date, Paid To, Paid Amount, Incurred Date, Billed Amount, Patient, and Due by Participant. Each row in the table has a green rectangular button on the left side. At the bottom of the table, it says "Showing 1 to 10 of 17 entries" and includes pagination controls for "Previous", "1", "2", and "Next".

Step 4

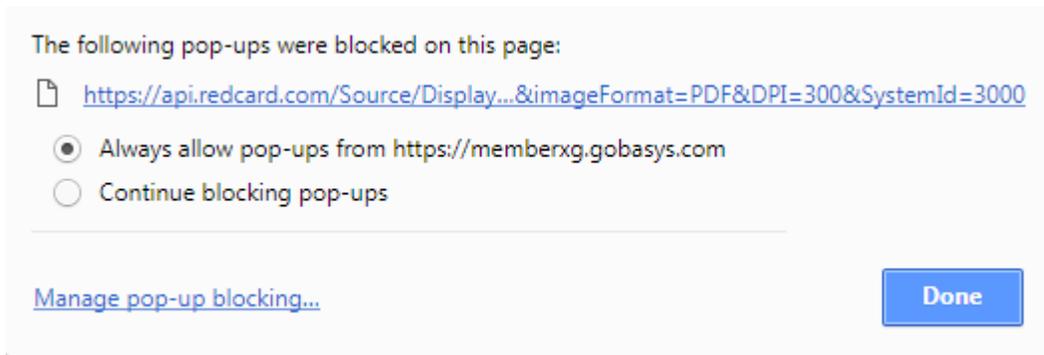
If you have a pop-up blocker through your internet browser, you will need to allow pop-ups to view your eEOB. Below are examples of Mozilla Firefox, Google Chrome, and Internet Explorer. These examples show how to allow pop-ups for the Member Benefits website for each browser.

Google Chrome-

1. Click on the icon with the red "X" at the top right of the page.

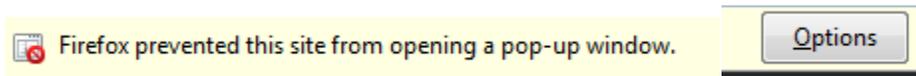


2. Choose “Always allow pop-ups from https://memberxg.gobasys.com”.

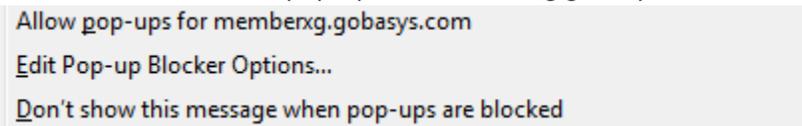


Mozilla Firefox-

1. The message shown below will appear at the bottom of the page.



2. Click options and choose “Allow pop-ups for memberxg.gobasys.com”.



Internet Explorer-

1. The message shown below will appear at the bottom of the page.

Internet Explorer blocked a pop-up from memberxg.gobasys.com.

2. Click “Allow once” or click on “Options for this site” and choose “Always allow”.



Step 4

Click on the same green box next the claim you want to view. A new window will open and load your eEOB, from here you can view, download and save, or print your health claim.

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NECA IBEW Welfare Trust Fund
2120 HUBBARD AVE
DECATUR IL 62526-2871

20161027002
1320 13288

J7BE [14,656] 1 of 1



Explanation of Benefits

RETAIN FOR TAX PURPOSES
THIS IS NOT A BILL

Forwarding Service Requested

14-b5b

Customer Service Information

If you have any questions regarding this claim,
please call 1-800-765-4239.

Group Name: NECA-IBEW
Print Date: 10/27/2016
Participant: [REDACTED]
Participant ID: [REDACTED]

Claim #: [REDACTED]

Patient: [REDACTED]

Provider: [REDACTED]

Patient Acct#: [REDACTED]

Line No.	Service Dates	Service Code	Amount Billed	Discount/ Ineligible	Allowed Amount	Remark Code	Deductible Amount	Co-pay Amount	Pre-Paid Other Ins.	Paid At	Plan Payment
1	10/20/16-10/20/16	OFFICE VISIT	\$25.00	\$1.28	\$15.00	COPAY, OOP11, SMA, BC	\$0.00	\$15.00	\$0.00	100%	\$7.85
					\$8.72	COPAY, OOP11, SMA, BC	\$0.00	\$0.00	\$0.00	90%	
Column Totals			\$25.00	\$1.28	\$23.72		\$0.00	\$15.00	\$0.00		\$7.85

Patient's Responsibility: **\$15.87**

Remark Code Description

Claim #	Line No.	Remark Code	Description

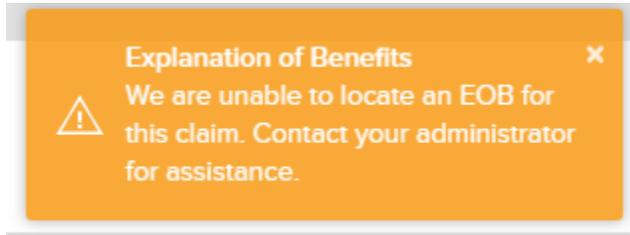
Payment Details

Payer	Date	Check No.	Check Amount

Important Information

You have 180 days in which to file an appeal. It is important that you understand the action taken on your claim. If you have any questions regarding policy benefits, you should examine your benefit booklet. You may have this claim decision reviewed by written application. Please refer to the claims appeals procedure section in your book.

You will get an error message like the one shown below if you are wanting to view a claim that is before October 3rd, 2016. Please contact the Fund Office to request copies of EOBs for dates of service before this date.



******If you have any questions about how you can access your eEOB, please contact the NECA-IBEW Fund Office at 1-800-765-4239 to speak with Customer Service.***

******Please note that, depending on your operating system/browser/system settings, this eEOB may open as an .aspx file, rather than a .pdf file. Choose your PDF viewer (such as Adobe Reader) from the list of programs to open the .aspx file.***