



South Carolina

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communications

December 2, 2011

Paperless EOBs

In support of our communities' efforts to "Go Green," BlueCross BlueShield of South Carolina is pleased to announce paperless Explanation of Benefits (EOBs). The paperless EOB option is now available to members through My Health Toolkit® (MHT).

Paperless EOB sign-up process

- Upon login, members will have the option of going paperless, continuing to receive paper or delaying the decision. (See sample screenshot)
 - If electing to go paperless, a member must provide a valid email address.
 - If electing to remain with paper, a member can change their preference to paperless at any time in the "Modify Profile" section of MHT.
 - If electing to delay the decision, a member will be presented with the same choices the next time they log in to MHT.
- Members new to MHT will have the ability to indicate a preference for paperless EOBs during registration.

Go Paperless

Have Your Explanation of Benefits (EOB) Delivered Electronically

Help reduce paper consumption by choosing to view your EOBs online. You will receive an e-mail notification whenever Health or Dental EOBs are available for viewing online. Only EOBs with a payment owed to you will arrive in the mail.

Please indicate your delivery preference: **All fields are required.**

I would like to receive my EOBs and Summary EOBs:

ONLINE: I would like to receive my EOBs and Summary EOBs online.
(Note: Only EOBs with a payment owed to you will arrive in the mail.)

MAIL: I would like to continue to receive EOBs and Summary EOBs in the mail.

REMIND ME LATER: I would like to think about it.

Please review the current e-mail address we have on file for you.
Your Current E-mail: **test@test.com** [Edit](#)

New E-mail:

Confirm New E-mail:

SouthCarolinaBlues.com



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After going paperless

Once signed up for the paperless EOB option, the member will receive a system-generated email whenever an EOB or Summary EOB is available for viewing in MHT. The email will have a link back to MHT, where the member must log in, and will include instructions on how to locate the EOB within MHT. The link will not take members directly to the EOB.

Please note that members will continue to receive a paper EOB for “pay the subscriber” claims in which a check from BlueCross is attached.

Going paperless will be an opt-in option for members. After going paperless, members can change their preference back to paper at any time in the “Modify Profile” section of MHT.

Communications

BlueCross has developed a member flyer to help announce paperless EOBs. It is attached for use as you deem appropriate. Additional promotional activities are planned, including an iPad giveaway and messaging on SouthCarolinaBlues.com, My Health Toolkit and hard copy EOBs.

Questions

For more information on paperless EOBs, please contact your BlueCross Major Group marketing representative.