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.
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 South Carolina Blues.com, My Health Toolkit and hard copy EOBs.

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