How to Read and Interpret the Explanation of Benefits (EOB)
Electronically or on paper

The following data elements are included in your EOB.

Data	Description
Check Number	If payment was made by Mountain Health Co-Op, this is the number of the check for payment.
Claim Number	This is the assigned number for the applicable claim.
Date of Service	Date the service was completed.
Patient/Member Name	The Member's name that received the service(s).
Patient/Member ID Number	Identification number for your Mountain Health Co-Op coverage
Vendor/Provider	The medical provider who performed the service.
Payee	Vendor/Physician who performed the service and receiving any applicable payment for the service provided to the member.
Diagnosis Codes	Codes that are used as a tool to group and identify diseases or symptoms.
Procedure Codes	Codes that are used to identify specific services performed by providers.
Place of Service	The type of location where the services were performed.
Billed Amount/Submitted Charge	This is the amount that is being billed by the provider for the service.
Allowed Amount/Eligible Charges	This is the amount that Mountain Health Co-Op uses to determine payment and patient responsibility. Participating providers and facilities accept this allowed amount as payment in full for covered services.
Paid Amount/Paid to Provider	This is the amount that Mountain Health Co-Op paid to the provider.
Remaining Patient Responsibility	Any amount of patient responsibility left to pay that includes expenses that went to your deductible, copays, or coinsurance as well as any noncovered service.
Reason Code	Codes used to provide additional information related to the denial or coverage of the services.
Plan Name	The name of your insurance coverage.

If members have any questions about the EOB, they are more than welcome to contact customer service at 800-299-6080. Subscribers are able to see their claim information as well as any of their dependents under the age of 18.

Please Note: This is not a controlled document and is only to be used as a reference.