

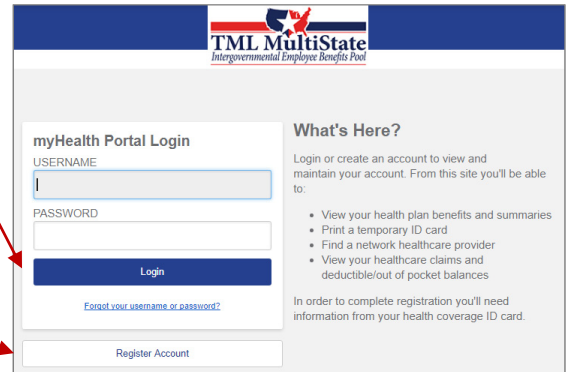
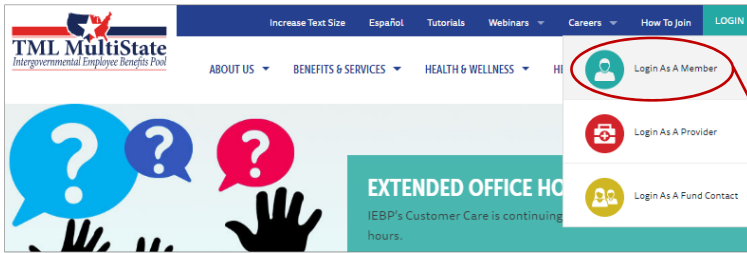
Periodic Explanation of Benefits (EOB)

IEBP is implementing Periodic EOB's for our membership. Periodic EOB's are designed to create a consolidated document based upon an episode of care. These documents will be mailed out every twenty-one (21) days.

Instead of receiving multiple EOB's for separate doctor's visits, you will now receive a consolidated EOB showing multiple doctor's visits.

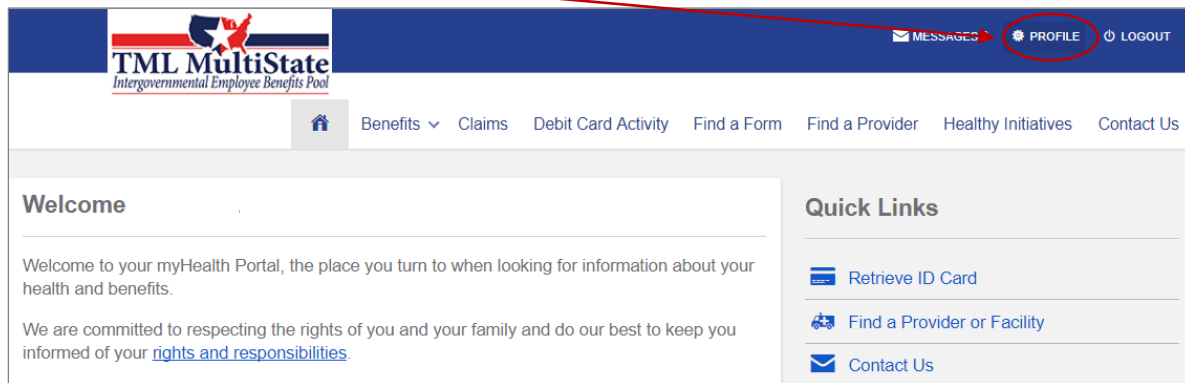
Electronic EOB's (eEOB's) will still be available online on a per claim basis once a claim has been finalized. If you have not already signed up to retrieve eEOB's online, follow the steps below:

1. www.iebp.org > Login As A Member

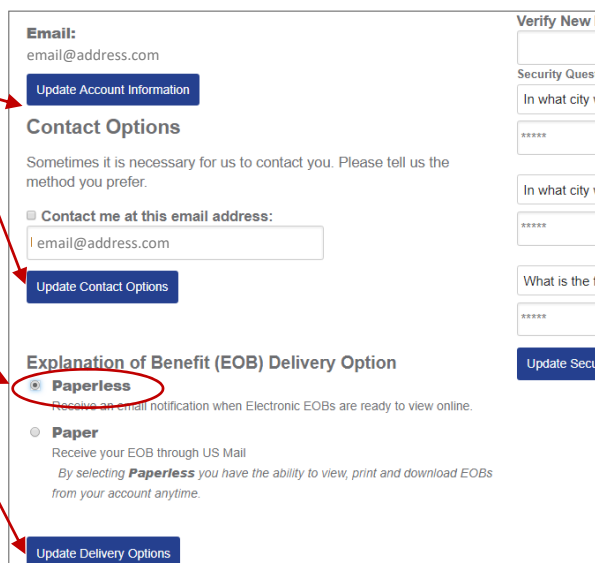


2. If you do not have an account, select 'Register Account' and follow the instructions.

3. Click on 'PROFILE'



4. Update or confirm your email address



5. Under 'Explanation of Benefit (EOB) Delivery Option', choose 'Paperless' and click 'Update Delivery Options'

You will then receive an email whenever an eEOB is available for your claim. The email will contain instructions for accessing the eEOB.

If you have questions about creating or accessing your account, please call Customer Care at 800-282-5385.