

Nonstop health may ask for an EOB for a charge on the Nonstop Visa Card. Due to HIPAA Privacy Laws, they cannot access those through Baylor Scott and White. If you receive an email from Nonstop to provide an EOB for a charge on your Nonstop Visa card, you can access them on the MYBSW website.

How to access your EOB, Explanation of Benefits documents on Baylor Scott and White website.

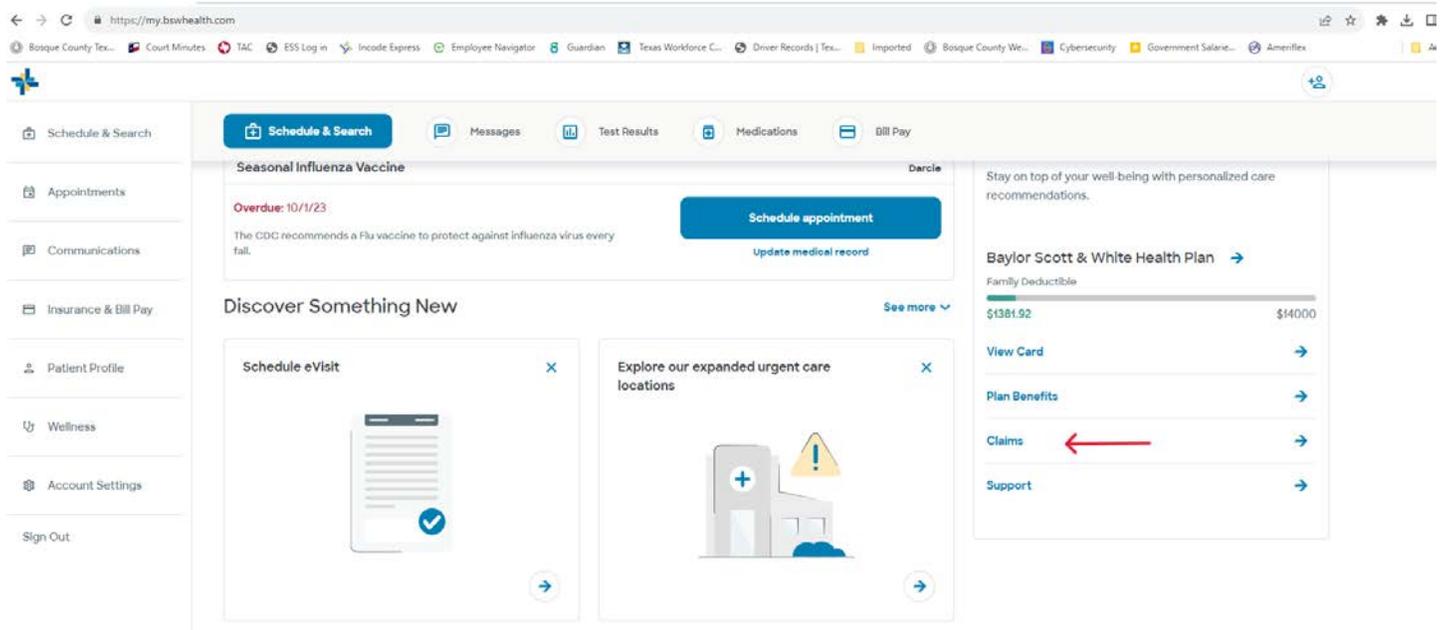
This cannot be done on the BSW AP on your phone, it must be done on a computer

Go to <https://my.bswhealth.com/>

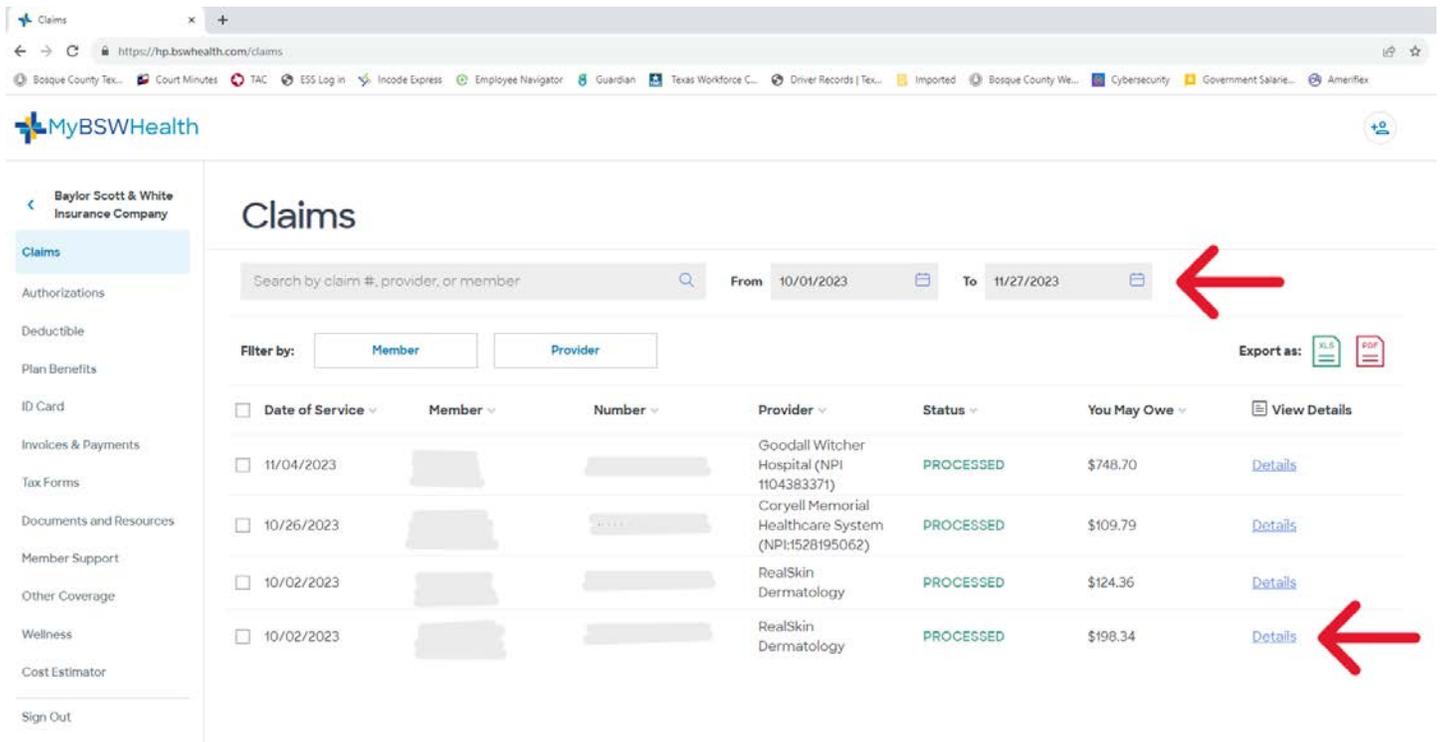
Login, once you're logged in, this is what you will see.

The screenshot shows the MyBSWHealth website dashboard. At the top, there is a navigation bar with the MyBSWHealth logo and a list of links: Schedule & Search, Appointments, Communications, Insurance & Bill Pay, Patient Profile, Wellness, Account Settings, and Sign Out. The main content area features a personalized greeting: "Good morning, [redacted]" followed by "Welcome to your health hub" and the Baylor Scott & White Health Plan logo. A decorative sun and cloud graphic is on the right. Below the greeting is a "Schedule & Search" section with three main buttons: "Schedule Now" (Book an appointment with your doctor, schedule a video visit, and more.), "Find Care" (Search for the right doctor, location, or type of care for you.), and "Help Me Decide Beta" (Chat with us and we will guide you to the right care.). Underneath these are four smaller buttons: "Messages", "Test Results", "Medications", and "Bill Pay". The "Next Appointments" section shows "You have no appointments at this time." with a "See all" link. The "Your Action Plan" section lists "Breast Cancer Screening" with a "Darle" link. On the right, there is a "Resources" section with a "Community Support" button (Ask for prayers, share support and comfort others.) and another "See all" link.

Scroll down to bottom right side of page and click on "Claims"



On the claims tab enter the search dates for which your claim would fall in, this is the date of service. One the claim that the EOB is needed, click on Details.



On the top right section, click on the blue "Explanation of Benefits" This will open up a PDF that you can print or download.

The screenshot shows the MyBSWHealth website interface. On the left is a navigation menu with options like Claims, Authorizations, Deductible, Plan Benefits, ID Card, Invoices & Payments, Tax Forms, Documents and Resources, Member Support, Other Coverage, Wellness, Cost Estimator, and Sign Out. The main content area is titled 'Claim Details' and includes fields for Member, Date of Service (10/02/2023), Statement Status (PROCESSED), Type (Medical), Provider (RealSkin Dermatology), Provider Network (BSW Plus PPO), Billed Amount (\$217.63), Amount Allowed (\$124.36), Applied to Deductible (\$124.36), Applied to Co-Insurance, and Paid by Plan (\$0.00). A 'Payment Status' section shows 'You May Still Owe' for \$124.36. A red arrow points to the 'Explanation of Benefits' link in the top right corner.

This is what the EOB looks like.

The screenshot shows a PDF document titled 'Explanation of Benefits (2).pdf'. The document header includes the Baylor Scott & White Insurance Company logo and contact information: 1206 WEST CAMPUS DR, TEMPLE TX 76702. It also includes a QR code and the text 'Explanation of Benefits This is NOT a bill'. Below this is a 'QUESTIONS?' section with contact information: Customer Service: (844) 633-6325, Hours: 7 a.m. to 7 p.m., Monday through Friday, Website: BSWHealthPlan.com. The Member ID, Group Number (06603001), Group Name (Bosque County), and Print Date (11/09/2023) are also listed. A note states: 'Don't forget your flu shot! Flu shots are covered by your plan, so visit a network pharmacy or provider to get yours at no cost. This document summarizes recent claims the Plan has processed for healthcare services. It confirms the amount charged by your provider(s) and the amount the Plan paid for those charges.' The 'Cost Breakdown' section shows: Amount billed: \$217.63, Plan paid: \$0.00, Non-covered: \$0.00. The 'Individual Account Summary' section shows: Applied Amount: \$136.25, Total Amount: \$7,000.00, In-Network Deductible: \$7,000.00 (\$6,861.75 remaining), Out-of-Network Deductible: \$0.00 (\$14,000.00 remaining), Out-of-Network Out-of-Pocket Maximum: \$0.00 (\$21,000.00 remaining), In-Network Out-of-Pocket Maximum: \$136.25 (\$6,861.75 remaining).

If you do not see the EOB on the website, it may not be available yet, it can take up to a month to be generated.

If you have trouble, you can call Customer Service at 844-633-5325

Or if you have technical problems and need IT support, you can call 855-691-0180