

Episodic EOBs: Frequently Asked Questions

What is an Episodic EOB?

An Episodic EOB consolidates multiple EOBs occurring over a set time period into one document, or episode of care. SmartHealth has set the time period to cover 21 business days. This means that every 21 business days, any EOB information related to your claims will be consolidated into one document for you to have on file.

How does it work?

Once a claim has been received for an individual member, the print data is held and aggregated for a predetermined period of time. All individual claims will still process during the appropriate time period. PDF images of the individual claims will be available for review within the member portal at www.abs-tpa.com during the time period. Once the hold period has been met, the data is aggregated (typically organized by date of service) and the claim data is populated on an EOB and will be mailed if you're not signed up for electronic EOBs.

Will my information appear on the same EOB as my spouse or dependents?

Yes. Spouses and dependents will share an Episodic EOB. Episodic EOBs will condense multiple different EOBs into one easy to read document that covers all claims within that time period.

Why is SmartHealth moving to using Episodic EOBs?

SmartHealth is always looking for ways to help you better manage your health care. Episodic EOBs are more efficient and can help you stay organized by putting multiple EOB information together in one document. They are easy to read and understand, and reduce the amount of healthcare documents you may have to manage. Additionally, Episodic EOBs require less paper to create and send, which helps us be better stewards of the environment.

What if I don't want to wait to see information on my EOB?

If you would like to see your EOBs as they are adjudicated, you can log in to the member portal and electronic EOBs will still appear individually within 1 business day after adjudication. You can also choose to receive an email when your EOB is ready online. If you would like to stop receiving paper EOBs in the mail and begin receiving electronic notification go to www.abs-tpa.com, log in, and click on the "Go Paperless" button. Remember, you can change your preferences back to receiving paper EOBs in the mail at any time.