

CHAMBERCARE

MEMBER GUIDE

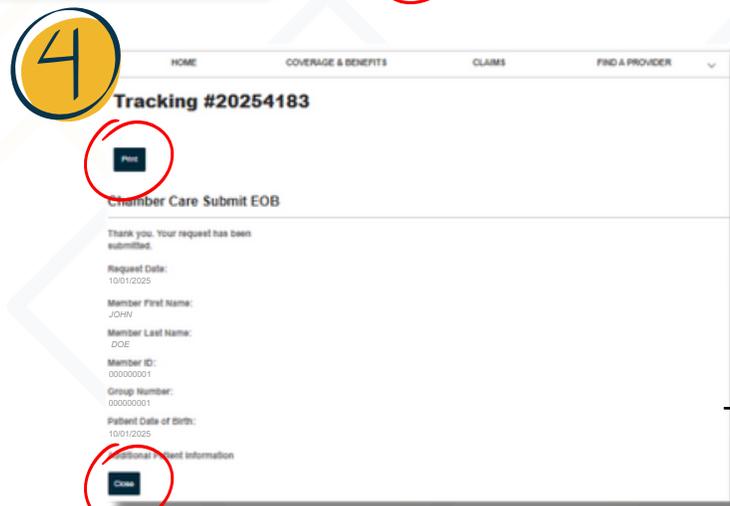
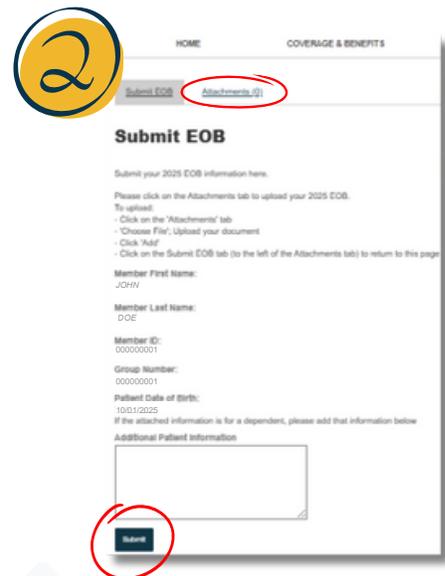
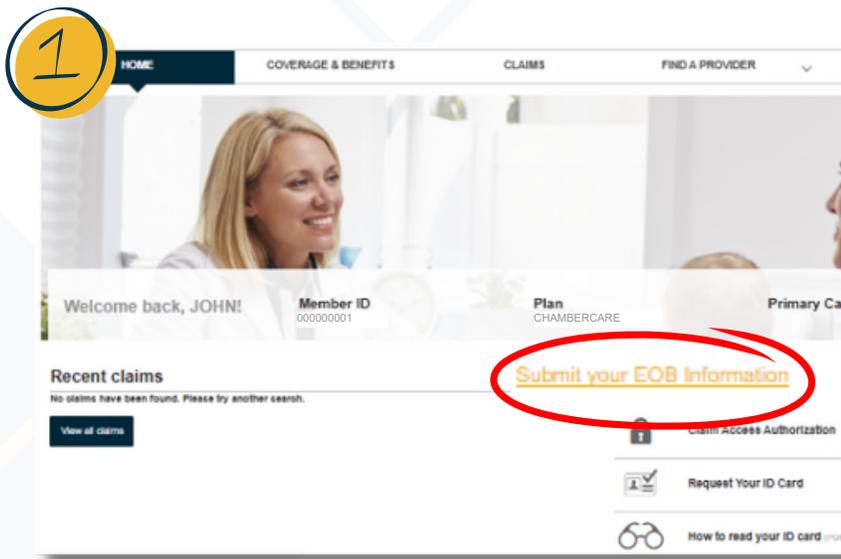
HOW TO GET CREDIT TOWARD YOUR DEDUCTIBLE AND MAXIMUM OUT-OF-POCKET (MOOP)

As a ChamberCare member, you can ensure the amounts you've already paid this year are credited toward your deductible and Maximum Out-of-Pocket (MOOP). To receive this credit, you'll need to submit your most recent Explanation of Benefits (EOB).

It's quick and simple—just choose one of the two options below:

Option 1: Upload Through the Member Web Portal (Starting 10/1)

- Visit the **ChamberCare Member Portal** located at www.ChamberCare.org.
- Create your account.
- Click the yellow **Submit your EOB Information** button.
- Go to the **Attachments** tab, click **Choose File**, and upload your EOB.
- Click **Add** to save, then return to the **Submit EOB** tab to confirm.
- For dependent EOBs, enter their details in the **Additional Patient Information** box.
- Once the information is submitted, a confirmation receipt will appear on your screen.





Option 2: Email Your EOBs (Anytime)

Simply email an attachment of your most recent EOBs directly to: EOB@chambercare.org.

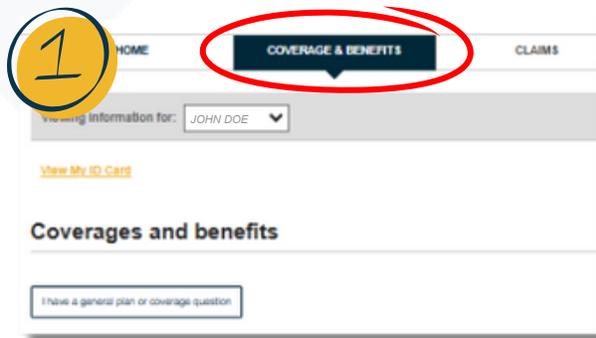


When You'll See Your Updates

To ensure the amounts you've already paid this year are applied toward your deductible and Maximum Out-of-Pocket (MOOP), please submit your most recent Explanation of Benefits (EOB).

After 10/1, you can expect your updated deductible and MOOP totals to be reflected within 7-10 business days.

You can view these updated amounts anytime in the member portal by clicking the **Coverage & Benefits** tab, then looking under **My Current Balances**.



A screenshot of the 'My Current Balances' table in the member portal. The table has four columns: 'PLAN', 'AMOUNT MET', 'MAX AMOUNT', and 'PERCENT MET'. The 'My Current Balances' header is circled in red. A yellow circle with the number '2' is overlaid on the header. The table contains four rows of data:

PLAN	AMOUNT MET	MAX AMOUNT	PERCENT MET
\$2500 Individual In-Network Deductible	\$0.00	\$2,500.00	<input type="text"/>
\$6000 Individual In-Network Max Out of Pocket	\$0.00	\$6,000.00	<input type="text"/>
\$18000 Individual Out of Network Max Out of Pocket	\$0.00	\$18,000.00	<input type="text"/>
\$7500 Individual Out of Network Deductible	\$0.00	\$7,500.00	<input type="text"/>



Need Help?

If you have any questions about submitting your Explanation of Benefits (EOBs), our Member Services team is here to guide you every step of the way. They'll gladly provide assistance and ensure you have the information you need to get your deductible and MOOP credits applied with ease.

Local: (317) 816-5171

Toll-Free: (844) 644-3004

Email: Member.Services@chambercare.org

Hours: Monday-Friday, 8 a.m.-5 p.m. EST