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### **For Your Benefits: Getting Help with a Claim**

**Rachel:** Hi, I'm Rachel Short, and I'm the benefits counselor with UVA Human Resources!

**Robyn:** Hi, I'm Robyn Tingley, I am an HR associate on the inquiry team here at UVA!

So, sometimes we have claims that we are unsure of as employees. A common issue could be that you went in for a visit and you spoke with your provider about a medical issue that you were having that medical issue makes that go from a preventive care visit to a medical visit and medical visits aren't covered at 100%, generally. So, when that happens, you will get a bill; you can kind of compare that bill against your EOB (or explanation of benefits), when you log on to your member account.

**Rachel:** Sometimes employees don't have an online account yet set up, and that's very easy to register for. You can just go to the website and log in as a new user. You'll need your ID card [with] you for your Health Plan ID number. And then you can see all of your claim's history, your explanation of benefits and everything right there from that member portal on the website.

If you still have further questions the University does offer assistance, so if you've contacted your provider's office, you've reached out to the health plan and you've not gotten a resolution we would welcome you to reach out to askHR because we do have a Health Plan Ombuds person that can help answer those questions. They can help with policy questions, billing issues--anything that you've come up against that you've not been able to get resolution on. We would welcome you to reach out to askHR for help.

**Robyn:** It's a great advocate for employees to kind of like work through resolutions that they aren't able to get themselves by going through the health plan.