



Insurance carriers send an Explanation of Benefits (EOB) to you after they have taken final action on your bill. The EOB explains payments made and any charges the carrier reduced or denied.

You can get an Explanation of Benefits (EOB) for a Texas Mutual Insurance Company claimant online or via automated fax. Visit texasmutual.com/hcp/eob.shtml to request an online EOB.

ONLINE EOB

Be sure to have the following information available:

- Health care provider FEIN
- Claim number
- Date of service
- Adobe Reader*

*EOBs are in PDF format, so you will need Adobe Reader to view and print them.

IMPORTANT INFORMATION

You can retrieve claim numbers by calling our Health Care Provider Line at (888) 532-5246 and selecting Option 2, then Option 1.

Please allow 30 days after submission for bills to appear in search results. If your bill does not appear after 30 days, please contact us at (888) 532-5246.

EOB VIA AUTOMATED FAX

Save time. This new service is another step in our ongoing efforts to deliver timesaving tools to you. EOBs processed after June 14, 2006 are available via automated fax. You must enter your fax number each time you call.

TO REQUEST EOBs VIA AUTOMATED FAX:

1. Call (888) 532-5246.
2. Select the option to receive a copy of an EOB.
3. Enter the requested information.



Printed on recycled paper containing a minimum 30% post-consumer waste.

51000-1501-1106
©2011 Texas Mutual Insurance Company

TexasMutual[®]
Insurance Company

Here for Texas. Here to Stay.[®]
texasmutual.com