

How to **obtain** a copy of your Explanation of Benefits

If you have not registered for the Claims Web Portal, please visit our website for more information. A User Guide is available in the Documents Library:

<https://mychoicewi.org/providers/claims/>

You should find an EFT number associated with each direct deposit.

If your bank does not provide the EFT number, please email the Provider Help Desk: providerhelpdesk@carewisc.org. Please include the deposit amount and approximate deposit date. The Provider Help Desk will respond to your inquiry within 24 hours.

Enter the EFT number, **INCLUDING the EFT and all zeros**, into the Check Number field on the Claims Web Portal under Eligibility & Claims Status – Claim Status:

The number should look like this:

Example:

CHECK NO. EFT000000016

The screenshot shows the 'my choice WISCONSIN' website interface. The top navigation bar includes 'Home', 'Claim Forms', 'Attachments', 'Eligibility & Claims Status' (highlighted in yellow), and 'Forms & Resources'. Below this, the 'Claim Status' tab is highlighted in yellow. The main content area contains instructions for searching for a member's claim. The search form includes the following fields: 'Claim Number(s)', 'Member ID' (dropdown), 'Date of Birth', 'Begin Date' (7/30/2020), 'End Date' (10/30/2020), and 'Check #' (highlighted in yellow). A 'Search' button is located at the bottom left of the form.

The EFT number will pull a copy of all the claims paid to that specific EFT deposit. You can click into the first claim number, click on **Original EOB in the top right corner, and access the printable PDF EOB for ALL claims paid to that specific deposit.

You must allow approx. 24-48 hours after the funds have deposited to view the Electronic EOB copy.