

Paperless EOB Statements

Quick and easy access to your benefit information

UMR offers you the option to go paperless and receive an e-mail notification whenever an explanation of benefits (EOB) is posted online.

Online EOBs look the same as the printed EOBs you receive in the mail. Now you have the ability to view them 24 hours a day, seven days a week.

You'll also enjoy the convenience of viewing archived EOBs for up to 15 months after the claim has been processed.

Accessing your EOB Statements Online

To begin receiving paperless EOBs, follow these two simple steps:

1. Visit www.mchcp.org, log in to **myMCHCP** and select the **UMR logo**.

2. From **myHome**, select **Update Profile** in the left navigation bar. Scroll down to **Edit paperless option** and select the box for **Explanation of Benefits Statements (EOB)** to discontinue paper and start receiving your EOBs online*

To view your EOBs online:

- From **myHome**, select the **myClaimCenter** tab
- Select the **Medical** tab
- Scroll down to the **Explanation of Benefits Activity** to view your EOBs

***Please Note:** If you later decide you prefer paper EOBs, go to your profile and deactivate your paperless EOB option.



If you have any questions or problems, please contact our technical support team at **1-866-922-8266** or reference our online tutorial guides.



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