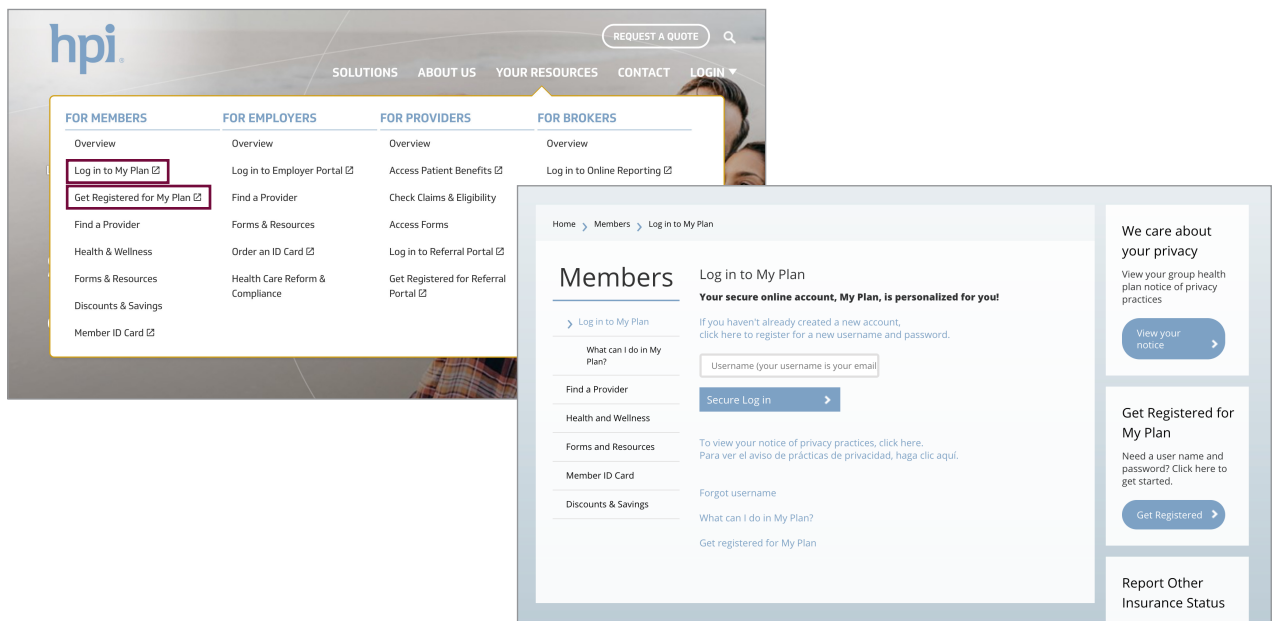


View Your Claims Online

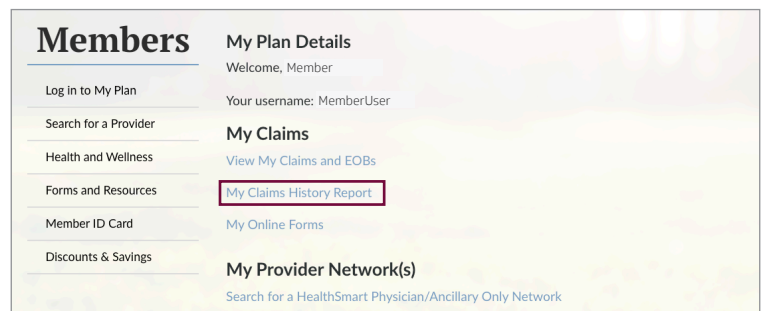
Getting Started

- Go to **hpiTPA.com** and log in to *My Plan* from the **Members** section.
- New user? Register by clicking **Get Registered for My Plan** and set up your user name and password.



Logging In

- **Log in to My Plan** and click the link to view your claims under **My Claims**.



Continued on next page >



- You'll be brought to your personal home page, which displays:
 - the status of your most recent claims
 - the types of coverage under your plan
 - any charges that have applied to your deductible and out-of-pocket maximums

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HOME

MAIN MENU: Home, Claim History, Accumulations, Eligibility, Enrollment, Provider Search, Resources, User Settings, Help, Log Out

Recent Claims & Transactions

Number	Service Date	Status	Type	Charge
200-030270.00	01/14/2013	Paid	MM	125.00
200-030405.00	01/11/2013	Paid	MM	85.00
200-040361.00	01/11/2013	Ready to Pay	MM	666.00
200-000330.00	01/09/2013	Paid	DE	120.00
200-030942.00	12/07/2012	Paid	MM	112.00
200-470477.00	11/06/2012	Paid	MM	125.00
200-546893.00	11/09/2012	Paid	DE	205.00
200-507952.00	11/01/2012	Paid	DE	278.00
200-524839.00	10/22/2012	Paid	MM	125.00
200-521316.00	10/15/2012	Paid	MM	150.00

charges associated with spending account

2013 Medical Accumulations

Category	Paid
Deductible In Network	0.00
Deductible Out of Network	0.00
Out of Pocket In Network	0.00
Out of Pocket Out of Network	0.00

2013 Dental Accumulations

Category	Paid
Deductible In Network	0.00
Deductible Out of Network	0.00
Out of Pocket In Network	0.00
Out of Pocket Out of Network	0.00

2013 RX Accumulations

Category	Paid
Deductible In Network	0.00
Deductible Out of Network	0.00
Out of Pocket In Network	0.00
Out of Pocket Out of Network	0.00

Member Summary

Member Name: John Doe
 Member ID: 999-99-9991
 Current Status: Active
 Effective Date: 10/01/2006
 Termination Date:
 Date of Birth: 01/01/1940
 # Of Dependents:

Product	Plan ID	Cov Type	Other Cov
MM	MM-AEZMED001	Employee + Spouse + Child	N
DE	DE-DEFAULT	Employee only	N
RX	RX-DEFAULT	Employee + Spouse	N

Support Center

Communicate with your health plan administrator

Send

Get Your Claim Details

- View the details of a claim by clicking on the claim number in the first column. Claim details show you:
 - how the claim was processed
 - when it was received and paid
 - line-item charges
 - any cost sharing responsibility (like deductibles or copayments)

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CLAIM INFORMATION

MAIN MENU: Home, Claim History, Accumulations, Eligibility, Provider Search, Resources, User Settings, Help, Log Out

Enter Claim # or Date

Claim Number	Dates of Service From - Through	Received	Group	Network	Member ID	Status and Date
200-204001-00	08/21/2012 - 08/21/2012	08/22/2012	001999	HPHC	999999991	Paid - 08/04/2012

Service Date	Service Code	Charge	Net Paid	Reason	Covered	Deductible	Co Ins %	Co Ins Dollars	Recount	Payment
08/21/2012	250	240.00	20.00	IS	183.11	0.00	100	0.00	45.89	183.11
			45.89	IE						
Total:		240.00	65.89		183.11	0.00		0.00	45.89	183.11

Patient Responsibility: 20.00

Employee/Patient - Provider | **Payment** | **Check Number**

JOHN DOE | 0.00 | 34079

JAMES MILLER | 183.11 |

Service Code Description
 250 = ROUTINE PHYSICAL EXAM - LEVEL 1

Reason Code Description
 IS = BENEFIT CO-PAYMENT APPLIED PER VISIT
 IE = HARVARD PRIORITY DISCOUNT APPLIED

Full Message
 PER HPHC AGREEMENT, THERE IS NO MEMBER RESPONSIBILITY FOR PRIOR DISCOUNTS.

Looking for a Specific Claim?

- Click **Search for Claims** at the top of the page.
- Claims can be searched by date of service, claim number or the ten most recent received.
- You can search claims for a single plan member or all plan members.

Pended – a Pended claim is in process and has not completed being priced or adjudicated.

Ready to Pay – a claim in Ready to Pay status has been fully adjudicated, and will soon be finalized. Payment has not yet been sent to the provider

Paid – a Paid claim has been fully adjudicated, and payment or notification of non-payment has been sent to the provider.



Have questions? Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.

