

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: https://www.carewisc.org/providers/claims#Claims_Web_Portal

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 'Eligibility & Claims Status' section of the Claims Web Portal. The 'Claim Status' tab is highlighted in yellow. Below the navigation bar, there is a search area with the following text:

Search for a member's claim

To search for a member's claim

By specific Claim Number:
*Enter a Claim Number - enter the first 8 digits of the claim number followed by a dash then the 2 digit worksheet number, click Search. Note: Multiple Claim Numbers can be entered. Press the 'enter' key after each Claim Number.

By Member ID or SSN or Tracking #:
*Enter the Member ID, Date of Birth (optional) and a Begin/End Date (optional), click Search. If the Member ID you are entering is not bringing up results, please note that it may have changed. You may instead search by Member Name and Date of Birth under the "Search for a Member" tab. For any questions regarding this change, please call Customer Service at 800-963-0035.

By Check Number:
*Enter the Check # including any pre-fix or leading zeros, click Search

Please do not fill out all the boxes when trying to find a claim or claims. This may cause no results to display.

To do a new search, place the cursor in the field you wish to change and delete the original information. Then type in the new search value.

The search form includes the following fields:

- Claim Number(s): [Empty text box]
- Member ID: [Dropdown menu]
- Date of Birth: [Empty text box]
- Begin Date: 1/23/2014
- End Date: 1/23/2017
- Check #: [Empty text box, highlighted in yellow]

A blue '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.