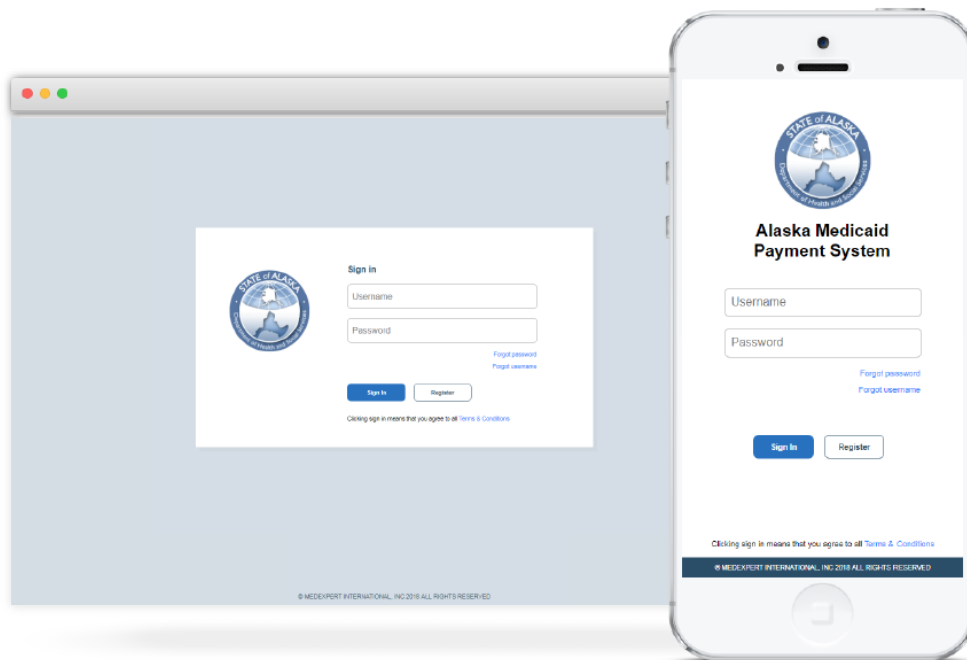




Medicaid Explanation of Medical Benefits Frequently Asked Questions

- **What is an Explanation of Medical Benefits (EOMB)?** – An EOMB is an electronic document you will receive that shows the costs associated with your Medicaid services. An EOMB is **not** a bill.
- **Why am I being provided an EOMB?** – You will receive a Medicaid EOMB to help the Department of Health and Social Services verify the accuracy of Medicaid payments made on your behalf. Participants will have the opportunity to provide feedback to the Medicaid agency regarding service provision and billing accuracy. EOMBs also help you keep track of information related to your healthcare and prescription history.
- **Where can I access my EOMBs?** – Register for online access at <https://alaska.medexperthealth.com> using your personal computer or smartphone so that you can provide feedback to the Department of Health and Social Services. If you have any questions or problems registering, please call MedExpert at 800.999.1999.



- **What do EOMBs look like?** – Page 2 of this document shows a sample Medicaid EOMB and provides explanations about many of the items you will be asked to verify.
- **Am I required to participate/provide feedback?** – Your participation in the Medicaid EOMB process is a great way to help the Department of Health and Social Services identify and resolve payment issues that may have occurred. Your participation is not required, but is greatly appreciated.

Sample EOMB

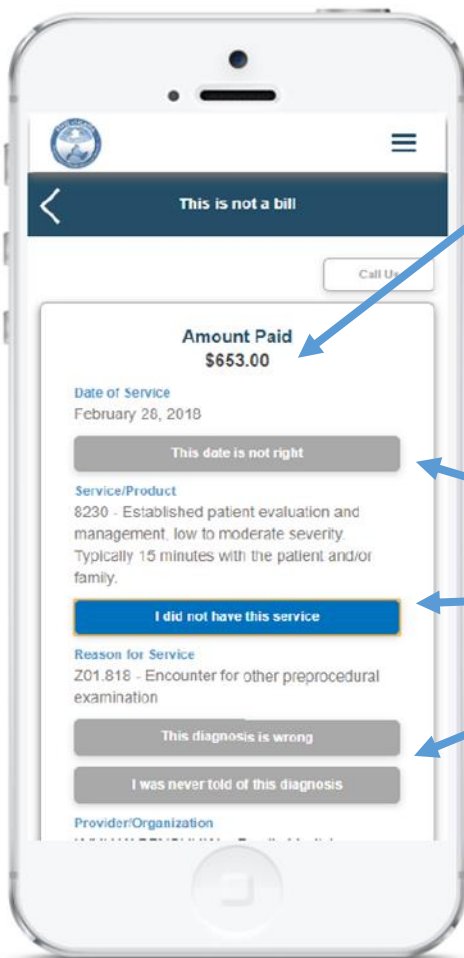
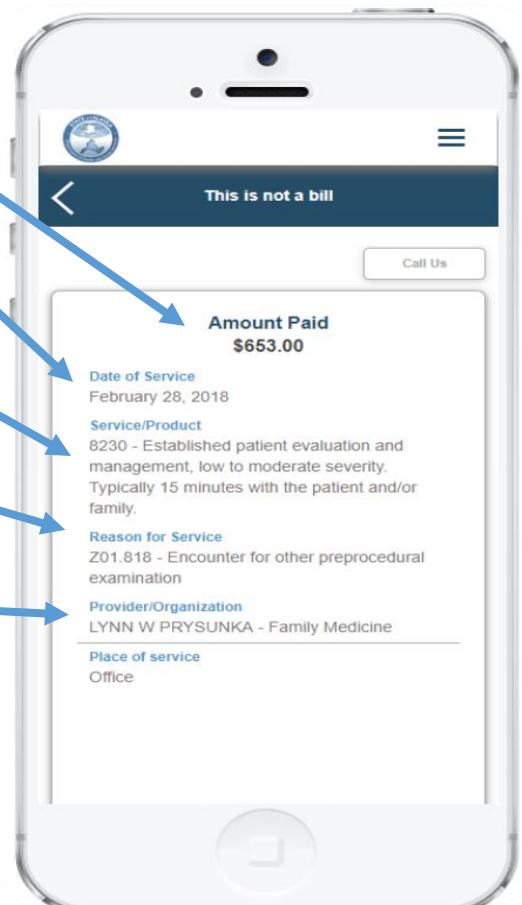
Amount Paid by Medicaid – Amount Medicaid paid for the service(s) you received.

Date of Service - The date, or range of dates, of the services you received.

Service/Product- Indicates what services were received from the provider you saw, such as an office visit, an x-ray, or a prescription.

Reason for Service/Diagnosis- Indicates the medical condition associated with your visit, such as cough, flu, diabetes, or high blood pressure.

Provider/Organization- The name of the doctor or facility that provided the service.



What if the amount charged for this service seem high? Alaska Medicaid pays some providers, including Tribal, a set rate, per patient, per day for most services rendered. This means that Alaska Medicaid might pay \$653 for a flu-shot or a simple office visit. This also means that Alaska Medicaid will pay \$653 for most surgeries, and complicated medical encounters. This style of reimbursement is normal, and is done so with the support of the state and federal Governments, in partnership with Tribal Health Organizations.

Your Feedback: If you find errors on your EOMB, please use the portal to alert the Department of Health and Social Services of your concerns.

Who do I contact with questions about my EOMB? - The Alaska Medicaid Coordinated Care Initiative (AMCCI), administered by the Division of Health Care Services can answer your questions about your Alaska Medicaid EOMBs. Click the "Questions" button on the EOMB or call MedExpert at **800-999-1999**, Monday – Friday, 7:00 a.m. to 7:00 p.m. (AKT)