



# The Hartford Medical Plan: Easier Access to Your Claim Information - Available Now!

- Receive an Automatic Email When a New Explanation of Benefits (EOB) Is Ready
- Register to Always View EOBs Online and Opt Out of Mailed Copies
- View Your EOBs Online Anytime

Explanation of Benefits (EOB) documents for The Hartford Medical Plan are now available online in 'My Account' at **itdr.com!** You can access your EOBs in a PDF document format that you can view online, print, or save.

Online EOBs are available for claims processed on or after December 1, 2015. However, you can call the Retiree Service Center at 1-877-325-7265 to request a copy of an older EOB.

## 1. Receive an Email When a New EOB Is Ready

**Have an email address on file?** Beginning January 20th all Members with an email address on file with the Retiree Service Center will **automatically** receive an email notification when a Medical claim has been processed and a new EOB is available to view online.

## 2. Register to Always View EOBs Online and Opt Out of Mailed Copies

**Coming in late February 2016,** via 'My Account' Members can choose to no longer receive a hard copy EOB in the mail. EOBs can be viewed online at any time, but if you change your mind you can elect to receive hard copies again. More to come soon - check the Message Center at **itdr.com** after February 22nd!

### 3. View Your EOBs Online Anytime for The Hartford Medical Plan: A Step-by-Step Guide

Simply log into 'My Account' at **itdr.com** and follow these easy steps:

- 1 On the My Account summary page, click your 12-digit Certificate Number.

The screenshot shows the 'My Account Summary' page. At the top, there are logos for 'INSURANCE TRUST for Delta Retirees' and 'MERCER'. A 'Live Chat' button is also present. Below the navigation bar, the page title is 'My Account Summary'. A 'Please Note' section contains information about payment reflections and enrollment changes. The 'My Products' section features a table with the following data:

Certificate Number	Product Type	Participant Name	Status	Amount Due	Premium Due Date	Temporary Medical ID Card
<a href="#">30999000XXXX</a>	MULTIPLE PRODUCTS	SMITH, SALLY	Active	\$ 250.85	12/01/2015	<a href="#">Print ID Card</a>

At the bottom of the page, there are links for 'Privacy Statement | Terms & Conditions | Contact Us' and a copyright notice: 'Copyright 2015 Mercer LLC. All rights reserved. | Customer Service call 1-877-325-7265, option 1 from 7:30 AM to 8 PM Central Time'.

- 2 On the next screen, click the 'Claims' tab.

The screenshot shows the 'MULTIPLE PRODUCTS: Certificate 30999000XXXX Claims' page. The navigation bar includes 'Home', 'Forms', 'My Profile', and 'Sign Out'. Below the navigation bar, the page title is 'MULTIPLE PRODUCTS: Certificate 30999000XXXX Claims'. A 'Please Note' section states: 'Please Note: only health claims are available through this website. Please allow 10 business days for your health claims to be processed and displayed on this website.' Below this, there are four tabs: 'Certificate', 'Coverages', 'Claims', and 'Services'. The 'Claims' tab is selected. Below the tabs, there is a 'Claims History' section with a 'Show Claims for:' dropdown menu set to 'All' and a 'Go' button. Below the dropdown, it says 'Showing 1 to 10 of 20'. A table displays the following claim data:

Claim#	Insured Name	Provider Name	Begin Service Date	End Service Date	Status	EOB
<a href="#">15328906304-01</a>	SMITH, SALLY	DRS OFFICE	10/28/2015	10/28/2015	CLOSED	<a href="#">View</a>




- 3 In the list of claims on the 'Claims' tab, click the 'View' button for a specific claim. Your EOB will open in a new window.

The screenshot shows the Insurance Trust for Delta Retirees website. At the top, there is a navigation bar with 'Home', 'Forms', 'My Profile', and 'Sign Out'. A 'Live Chat' button is also present. The main content area is titled 'MULTIPLE PRODUCTS: Certificate 30999000XXXX Claims'. Below this, there is a 'Claims History' section with a 'Show Claims for:' dropdown menu set to 'All' and a 'Go' button. A table displays the following claim information:

Claim#	Insured Name	Provider Name	Begin Service Date	End Service Date	Status	EOB
<a href="#">15328906304-01</a>	SMITH, SALLY	DRS OFFICE	10/28/2015	10/28/2015	CLOSED	<a href="#">View</a>

You may also click a claim number to view the claim details screen, then click 'View EOB' at the top of the claim details screen.

### Need assistance? Contact us by phone, live chat at [itdr.com](http://itdr.com), or email:

-  Call the Trust's Retiree Service Center (Mercer) at 1-877-325-7265, Option 1 (7:30 am to 8:00 pm CT, M-F)
-  Live chat with a Retiree Service Center representative at [itdr.com](http://itdr.com) (7:30 am to 5:00 pm CT, M-F)
-  Email [thetrust.service@mercer.com](mailto:thetrust.service@mercer.com) (response within 48 hours, weekdays)