

The Hartford Medical Plan: Easier Access to Your Claim Information



- 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.

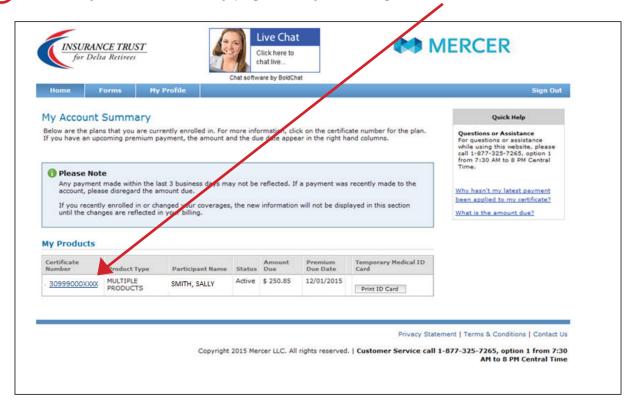
2. Register to Always View EOBs Online and Opt Out of Mailed Copies

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!

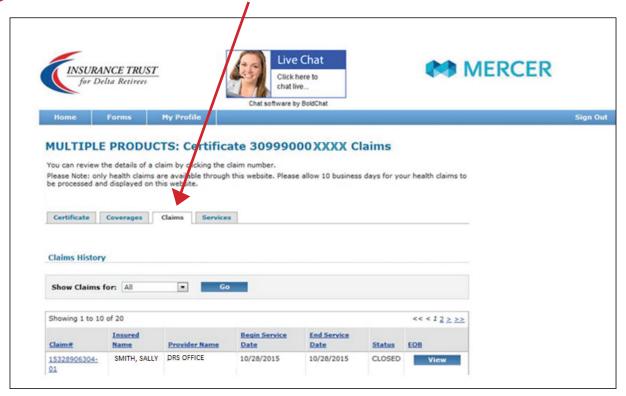
3. View Your EOBs Online Anytime for The Hartford Medical Plan: A Step-by-Step Guide

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

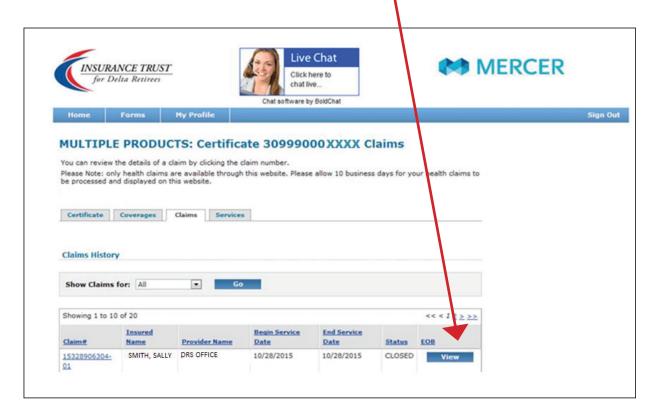
1 On the My Account summary page, click your 12-digit Certificate Number.



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



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.



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, 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 (7:30 am to 5:00 pm CT, M-F)
- Email thetrust.service@mercer.com (response within 48 hours, weekdays)