




myCompass

How to View Claims & EOBs

Step 1

Sign-in to your account at member.compassrosebenefits.com.

The screenshot shows the myCompass website's sign-in page. At the top left is the Compass Rose Benefits Group logo. To the right of the logo are links for "Compass Rose Homepage" and "Register". The main heading is "SIGN IN". Below this are two input fields: "Username" and "Password". A red "Sign In" button is positioned below the password field. Underneath the button are three links: "Forgot username?", "Forgot password?", and "Get Tech Support". The bottom section is titled "ANNOUNCEMENTS" and contains three cards. The first card is titled "2023 Compass Rose Health Plan Rates & Benefits" and includes the text "Open Season is just around the corner and now...". The second card is titled "Do You Know Where To Go For Treatment?" and includes the text "When an unexpected health issue comes up...". The third card is titled "Are You A Blood Pressure Expert?" and includes the text "Nearly half of American adults have high blood...".

[Compass Rose Homepage](#) [Register](#)

SIGN IN


Username

Password

Sign In


[Forgot username?](#)
[Forgot password?](#)
[Get Tech Support](#)

ANNOUNCEMENTS




2023 Compass Rose Health Plan Rates & Benefits

Open Season is just around the corner and now...



Do You Know Where To Go For Treatment?

When an unexpected health issue comes up...



Are You A Blood Pressure Expert?

Nearly half of American adults have high blood...



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Step 2

Click **Go to UMR** in the **QUICKLINKS** menu.

A screenshot of the myCompass Member Center web interface. The top navigation bar includes the Compass Rose logo, a notification bell icon, and links for Member Center, My Coverage, My Health, Resources, and My Account. The main header area features a large image of two women looking at a laptop, with the text "MEMBER CENTER" overlaid. Below this, the interface is divided into three columns. The left column, titled "Notifications", states "There are no new notifications available at this time". The middle column, titled "News", features a "Welcome to the NEW myCompass" message with a "Read Now" button and a "SWORD HEALTH" logo at the bottom. The right column, titled "QUICK LINKS", contains a vertical list of buttons: "Go to UMR" (highlighted in dark red and pointed to by a large red arrow), "Find a Provider", "Find a Pharmacy", "Doctor On Demand", "Health Library", and "Request to Change Coverage".



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How to View Claims & EOBs

Step 3

Click **Claims** in the **myMenu**.

The screenshot displays the myCompass website interface. At the top, the Compass Rose logo is on the left, followed by "Administered by: UMR". Navigation icons for Home, Messages, Contact us, Account Settings, and Log out are on the right. Below these, a "Home" link and "Last login: 03/07/2022" are visible. The main content area features a "myMenu" sidebar on the left with a red arrow pointing to the "Claims" option. The sidebar also includes "Benefits & coverage", "ID card", "Read my mail", "Find a provider", "Pharmacy", and "Health center". The main content area has sections for "Latest COVID-19 resources", "My taskbar" with five tasks (Verify your email address, Review your new claim activity, Check your wellness activities, Set your personalized email address, Add your mobile number), and "My plan details" which includes address, phone, email, group number, member ID, and current plan choices (Medical and Dental).

Compass Rose Benefits Group logo

Administered by: UMR

Home Messages Contact us Account Settings Log out

Home Last login: 03/07/2022

myMenu

- Claims
- Benefits & coverage
- ID card
- Read my mail
- Find a provider
- Pharmacy
- Health center

Latest COVID-19 resources

At-Home COVID-19 Test Information and FAQs [View flyer](#)
Get At-Home COVID-19 Test Kits From the Federal Government [To Order](#)
Vaccination Information and Resources in Your Area [Get started](#)

My taskbar

- Verify your email address
- Review your new claim activity
- Check your wellness activities
- Set your personalized email address
- Add your mobile number

My plan details

Address: 11490 COMMERCE PARK DR
STE 220, RESTON, VA 201911547

Phone: 571-449-2366
Email: askcrbg@compassrosebenefits.com
[Edit account settings](#)

Group number: 76411449

Member ID: Y

Current plan choices:

- ☒ Medical
- ☒ Dental



Step 4

In the **Claim search** column select:

- Name of the member whose claim you want to view
- Claim type

- Time period in which the service was received (select ALL if unsure)
- Claim status (select ALL if unsure)

Then, click **Search**.

The screenshot shows the myCompass website interface. At the top, there's a navigation bar with icons for Home, Messages, Contact us, Account Settings, and Log out. Below this, a breadcrumb trail shows 'Home > Claims' and the last login date '03/07/2022'. The main content area is divided into two columns. The left column, titled 'myMenu', contains a 'Claim search' button, which is highlighted by a red arrow. Below this, there are filters for 'I want to view:', 'Claims for' (ALL, Compass), 'Claim type' (Dental, Medical), 'Time period' (ALL, Last 30 days, Last 6 months, Date range), and 'Status' (ALL, Completed, In-progress, Denied, Pre-treatment estimate). A red arrow points to the 'Search' button at the bottom of these filters. The right column, titled 'Hi Rosie Compass', contains a 'CLAIMS' banner, a 'Claim search results' section showing 'Subscriber: | Compass Rose Health Plan' and 'You are viewing: All members, Medical claims, in the last 30 days with any status', and a 'Claim activity' section with a table showing 'No matching claims found.' and a summary of 'You are viewing 0 - 0 of 0' claims.

myMenu

Claim search

I want to view:

Claims for

☒ ALL

☐ Compass

Claim type

☐ Dental

☒ Medical

Time period

☒ ALL

☐ Last 30 days

☐ Last 6 months

☐ Date range

-

Status

☒ ALL

☐ Completed

☐ In-progress

☐ Denied

☐ Pre-treatment estimate

Search

Advanced member search

Hi Rosie Compass

CLAIMS

Get answers on questions about your claims and EOBs.

On this site you may view your claims that have already been paid, and claims currently in the payment process. If you do not see a claim you feel was submitted over 30 days ago or if a claim you submitted over 30 days ago is outstanding, please contact UMR at 888-438-9135 or [UMR: Medicalbenefits@umr.com](mailto:Medicalbenefits@umr.com).

Claim search results

Subscriber: | Compass Rose Health Plan

You are viewing: All members, Medical claims, in the last 30 days with any status

Claim activity

Download Print Help

Show 10 entries Filter your results:

| CLAIMS INFORMATION | SERVICE DATE | PROVIDER | BILLED AMOUNT | PLAN PAYS | YOU PAY |
|----------------------------|--------------|----------|------------------------|------------------------|-------------------|
| No matching claims found. | | | | | |
| You are viewing 0 - 0 of 0 | | | \$0.00 TOTAL BILLED | \$0.00 PAID BY PLAN | \$0.00 YOU PAY |

A maximum of 200 claims will be displayed. Adjust your search criteria in the left navigation to refine your results. Claims are only available online for a rolling 24-month period, based on service date. Looking for your Explanation of Benefits (EOB)? EOBs are available online within 7-9 days from the date the claim is

Claims cost Medical claim



Step 5

Claims matching your selected criteria will populate in the **Claim activity** area. Click **View claim details** or **View EOB** for the claim you wish to see. EOBs will open in a new window - make sure pop-ups are enabled.

The screenshot shows the myCompass website interface. At the top, there's a navigation bar with links for Home, Messages, Contact us, Account Settings, and Log out. Below this, the main content area is divided into a left sidebar and a main panel. The sidebar contains a 'myMenu' section and a 'Claim search' section. The 'Claim search' section has filters for 'I want to view:', 'Claims for' (ALL, Compass), 'Claim type' (Dental, Medical), 'Time period' (ALL, Last 30 days, Last 6 months, Date range), and 'Status' (ALL, Completed, In-progress, Denied, Pre-treatment estimate). A red arrow points to the 'View claim details' link for a claim with status 'Completed' in the 'Claim activity' section. The main panel displays a 'CLAIMS' banner, a 'Claim search results' section, and a 'Claim activity' table. The table has columns for CLAIMS INFORMATION, SERVICE DATE, PROVIDER, BILLED AMOUNT, PLAN PAYS, and YOU PAY. It lists two claims, both with a status of 'Completed'.

Administered by: UMR

Home Messages Contact us Account Settings Log out

Home > Claims Last login: 03/07/2022

myMenu

Hi Rosie Compass < Back

Claim search ?

I want to view:

Claims for

- ☒ ALL
- ☐ Compass

Claim type

- ☐ Dental
- ☒ Medical

Time period

- ☒ ALL
- ☐ Last 30 days
- ☐ Last 6 months
- ☐ Date range

Status

- ☒ ALL
- ☐ Completed
- ☐ In-progress
- ☐ Denied
- ☐ Pre-treatment estimate

Search

Advanced member search >

CLAIMS

Get answers on questions about your claims and EOBs.

On this site you may view your claims that have already been paid, and claims currently in the payment process. If you do not see a claim you feel was submitted over 30 days ago or if a claim you submitted over 30 days ago is outstanding, please contact UMR at 888-438-9135 or UMR: Medicalbenefits@umr.com.

Claim search results

Subscriber: | Compass Rose Health Plan

You are viewing: All members, Medical claims, all Claims with any status

Claim activity Download Print ? Help

Show 10 entries Filter your results:

| CLAIMS INFORMATION | SERVICE DATE | PROVIDER | BILLED AMOUNT | PLAN PAYS | YOU PAY |
|--|-----------------------------|----------|---------------|-----------|---------|
| Patient: 01/01/22-01/01/22 | Deductible Credit Incentive | \$50.00 | \$0.00 | \$50.00 | |
| Claim #: View claim details View EOB | Status: Completed | | | | |
| Patient: 01/03/21-01/03/21 | Deductible Credit Incentive | \$50.00 | \$0.00 | \$0.00 | |
| Claim #: View claim details View EOB | Status: Completed | | | | |