



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 interface. At the top left is the Compass Rose Benefits Group logo. To the right are links for "Compass Rose Homepage" and "Register". The main heading is "SIGN IN". Below it are two input fields: "Username" and "Password". A dark 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 features three article 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".



Step 2

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

The screenshot displays the myCompass Member Center interface. At the top, there is a navigation bar with the following items: Member Center, My Coverage, My Health, Resources, and My Account. A notification bell icon is also present. Below the navigation bar is a large banner image of two women looking at a laptop, with the text "MEMBER CENTER" overlaid. The main content area is divided into three columns:

- Notifications:** A box stating "There are no new notifications available at this time".
- News:** A section titled "Welcome to the NEW myCompass" with a "Read Now" button. Below it is a logo for "SWORD HEALTH".
- QUICK LINKS:** A vertical list of buttons: "Go to UMR" (highlighted with a red arrow), "Find a Provider", "Find a Pharmacy", "Doctor On Demand", "Health Library", and "Request to Change Coverage".



Step 3

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

The screenshot shows the myCompass website interface. At the top left is the Compass Rose logo and the text "Administered by UMR". Navigation icons for Home, Messages, Contact us, Account Settings, and Log out are at the top right. A "Home" link and "Last login: 03/07/2022" are also visible. The "myMenu" is a vertical sidebar on the left with a blue header and several green buttons: Claims, Benefits & coverage, ID card, Read my mail, Find a provider, Pharmacy, and Health center. A red arrow points to the "Claims" button. The main content area includes "Latest COVID-19 resources" with links for "View flyer", "To Order", and "Get started". Below that is a "My taskbar" with five items, each with a red exclamation mark icon: "Verify your email address", "Review your new claim activity", "Check your wellness activities", "Set your personalized email address", and "Add your mobile number". At the bottom is a "My plan details" section with contact information and plan choices for Medical and Dental.

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

I need to...

- Enroll in the CARE app
- Find a form
- Talk with a Plan Advisor

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 is a navigation bar with icons for Home, Messages, Contact us, Account Settings, and Log out. Below this is a breadcrumb trail: Home > Claims. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'myMenu' section with a 'Claim search' link highlighted by a red arrow. Below this, there are filter sections for 'I want to view:', 'Claims for' (with radio buttons for ALL and Compass), 'Claim type' (with radio buttons for Dental and Medical), 'Time period' (with radio buttons for ALL, Last 30 days, Last 6 months, and Date range), and 'Status' (with radio buttons for ALL, Completed, In-progress, Denied, and Pre-treatment estimate). A 'Search' button is located at the bottom of these filters, also highlighted by a red arrow. The main panel shows a 'CLAIMS' header with a sub-header 'Get answers on questions about your claims and EOBs.' Below this is a 'Claim search results' section with a 'Subscriber:' field and a 'You are viewing:' summary. At the bottom of the main panel, there is a table with columns for CLAIMS INFORMATION, SERVICE DATE, PROVIDER, BILLED AMOUNT, PLAN PAYS, and YOU PAY. The table currently shows 'No matching claims found.' and a summary row with values: \$0.00 TOTAL BILLED, \$0.00 PAID BY PLAN, and \$0.00 YOU PAY.



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 is a navigation bar with icons for Home, Messages, Contact us, Account Settings, and Log out. Below this, the user is logged in as 'Hi Rosie Compass'. The main content area is titled 'CLAIMS' and includes a search filter on the left. The search filter has the following options:

- Claims for:** ALL (selected), Compass
- Claim type:** Dental, Medical (selected)
- Time period:** ALL (selected), Last 30 days, Last 6 months, Date range
- Status:** ALL (selected), Completed, In-progress, Denied, Pre-treatment estimate

The search results section shows a table of claim activity. The table has columns for CLAIMS INFORMATION, SERVICE DATE, PROVIDER, BILLED AMOUNT, PLAN PAYS, and YOU PAY. Two claims are listed, both with a status of 'Completed'. A red arrow points to the 'View claim details' link for the first claim.

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