



FROM

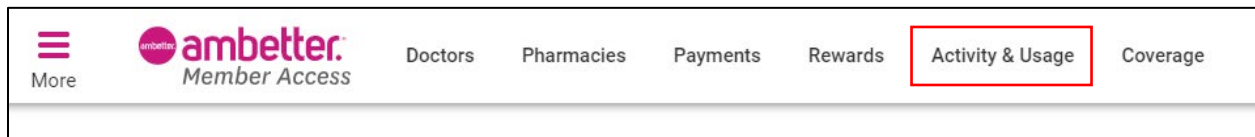


Ambetter from Superior HealthPlan Online Member Account How to Search for a Claim and an Explanation of Benefits

1. Login to your [Online Member Account](#) with your registered email.

The screenshot shows the Ambetter Log In page. At the top is the Ambetter logo. Below it is the text "Log In". There is a text input field labeled "Username (Email)". Below the input field is a blue button labeled "LOG IN". At the bottom, there is a link that says "Create New Account".

2. Click "Activity & Usage."



3. You can filter the search by specific date ranges.

The screenshot shows the "Activity & Usage" page. At the top, there are tabs for "CLAIMS", "MY SPENDING", "BENEFITS USAGE", and "AUTHORIZATIONS". The "CLAIMS" tab is selected. Below the tabs, there is a "View" dropdown menu set to "Shannon" and a "Filter/Search Claims" button (highlighted with a red box). A date range filter dropdown menu is open, showing options: "This year", "Custom date range", "Last 3 months", "This year", and "Last year". The "This year" option is highlighted with a red box. Below the filter, there is a table of claim details.

EOB	Date of service	Claim details	Status	You Owe	Applied to deductible	Applied to max out of pocket
None	04/22/2024	All time	Processed	\$11.70	...	\$11.70
None	03/26/2024	Nichola Jane Harlan Amount billed:\$220.00	Processed	\$15.00	...	\$15.00
None	03/26/2024	H-E-B #230 Amount billed:\$0.00	Processed	\$3.90	...	\$3.90
None	03/23/2024	Celso Villagran Amount billed:\$567.00	Processed	\$15.72	...	\$15.72

4. You can also filter the search by choosing the claim status and category by clicking “Filter/Search Claims.”

Status:

- Processed
- Denied
- Rejected

Category:

- Medical
- Pharmacy

The screenshot displays the 'Activity & Usage' section of a web application. At the top, there are tabs for 'CLAIMS', 'MY SPENDING', 'BENEFITS USAGE', and 'AUTHORIZATIONS'. Below the tabs, a dropdown menu shows 'View Shannon' and 'This year'. A table of claims is visible, with columns for EOB, Date of service, Provider, Status, and You Owe. A modal window is open on the right, titled 'Filter/Search Claims', which contains a search bar for 'Claim number' and two sections for filtering: 'Status' (with buttons for Denied, Processed, and Rejected) and 'Category' (with buttons for Medical and Pharmacy). The modal is highlighted with a red border.

EOB	Date of service	Provider	Status	You Owe
None	04/22/2024	H-E-B #230 Amount billed:\$0.00	Processed	\$11
None	03/26/2024	Nichola Jane Harlan Amount billed:\$220.00	Processed	\$15
None	03/26/2024	H-E-B #230 Amount billed:\$0.00	Processed	\$3
None	03/23/2024	Celso Villagran Amount billed:\$567.00	Processed	\$15

5. Once you find your claim, click the “Expand” icon to view more details including:
 - a. Date of Service
 - b. Provider Name, Billed Amount
 - c. Status (Processed, Denied, Rejected)
 - d. Type of Claim (Medical or Pharmacy) Claim Number, Processed Date
 - e. Member Financial Responsibility (Copay, Deductible, Coinsurance, Total)

03/06/2024	PETERSON REGIONAL MEDICAL CENTER Amount billed:\$898.86	Processed	\$0.00	...	\$0.00
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Medical Claim

Processed date: 03/15/2024

You owe:

Copay*	\$0.00
Coinsurance*	\$0.00
Total	\$0.00

For more information on this claim, see the Explanation of Benefits.

[View explanation of benefits](#)

6. To view your Explanation of Benefits, click “View explanation of benefits.” This will open a PDF file on another screen. You can download or print your Explanation of Benefits.

03/06/2024	PETERSON REGIONAL MEDICAL CENTER Amount billed:\$898.86	Processed	\$0.00	...	\$0.00
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Medical Claim

Processed date: 03/15/2024

You owe:

Copay*	\$0.00
Coinsurance*	\$0.00
Total	\$0.00

For more information on this claim, see the Explanation of Benefits.

[View explanation of benefits](#)

If you are unable to find your claim or Explanation of Benefits through the Ambetter Health Online Member Account, please call Member Services at 1-877-687-1196 (Relay Texas/TTY: 1-800-735-2989). Hours are from 8 a.m. to 8 p.m. local time, Monday through Friday.

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