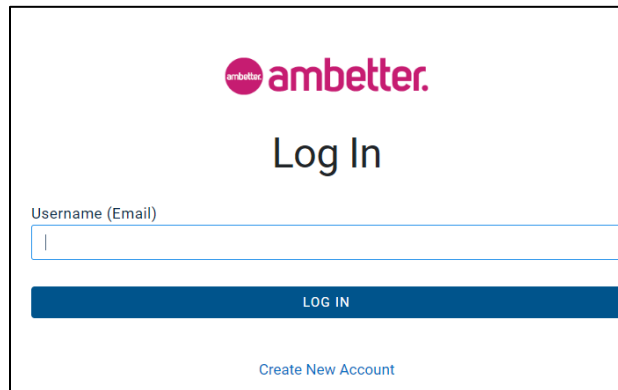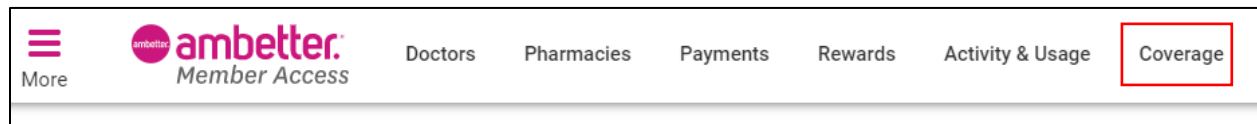# Ambetter from Superior HealthPlan Online Member Account
How to Download Plan Documents

1. Login to your Online Member Account with your registered email.

2. Click "Coverage."

3. Scroll down until you find the "Plan Documents." You can download the following:
   - Summary of Benefits and Coverage (SBC)
   - Schedule of Benefits (SOB)
   - Evidence of Coverage (EOC) or Major Medical Expense Policy (MMEP)
   - Outline of Coverage
   - Information About Your Coverage
   - Letter of Creditable Coverage (LOCC)
     - May be used as eligibility verification. Follow step 4 for more information.
     - Includes your member information (member ID and member name).

4. Click "Download a copy of your coverage letter."

5. This will open a new window for you to select the letter you need. The names of the subscriber and household members will also be displayed.

6. Click the box to select the appropriate member(s).

Letter of Creditable Coverage

A Letter of Creditable Coverage is a written certificate that states the period of time one is covered by a health plan.

A Letter of Creditable Coverage will show a future paid date if you have already made a payment for the next month. Payments may take up to 48 hours to process and be reflected on the letter.

Please note that a Letter of Creditable Coverage is not an ID Card and can not be presented to providers as proof of insurance.

I need a letter for:

☑ All Members

☑ Sheila

☑ Konrad

Download

7. Click "Download."

8. Example of Letter of Creditable Coverage:

ambetter FROM | **superior healthplan.**

5900 E. Ben White Blvd.
Austin, TX 78741

[Member Name]
[Address 1]
[Address 2]
[City], [State] [Zip Code]

[Date]

This letter serves as verification of health insurance coverage for this member from [Start Date] through [Premium Paid to Date].

[Member Name]

[Member Number]

Please contact Member Services at 1-877-687-1196 (Relay Texas/TTY 1-800-735-2989) from 8 a.m.-8 p.m local time, Monday – Friday if you have any questions or need assistance.

Thank you,
Ambetter from Superior HealthPlan
1-877-687-1196 (Relay Texas/TTY 1-800-735-2989)
Ambetter.SuperiorHealthPlan.com

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AMB25-TX-C-00058

If you are unable to download your plan documents 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 8 a.m. to 8 p.m. local time, Monday through Friday.

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