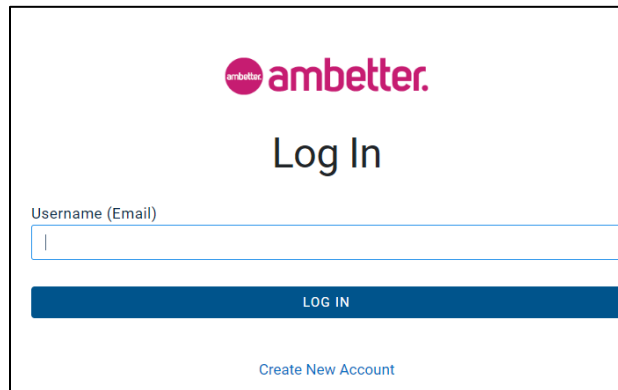


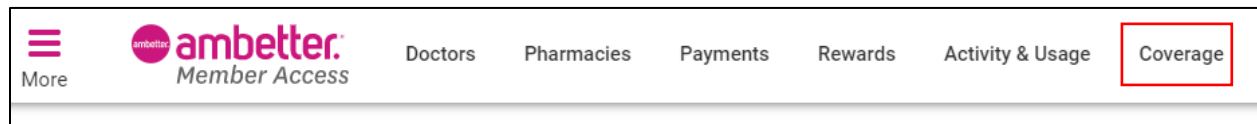
## Ambetter from Superior HealthPlan Online Member Account How to Download Plan Documents

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 "LOG IN" button. At the bottom, there is a link that says "Create New Account".






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).

**2024 Plan Documents**



Evidence of Coverage	Outline of Coverage	Summary of Benefits and Coverage	Schedule of Benefits	Information About Your Coverage
The Evidence of Coverage is a detailed listing of the benefits your plan covers, as well as any exclusions the plan has.	The Outline of Coverage provides a brief description of the important features of your individual member contract.	The Summary of Benefits and Coverage shows how you and the plan would share the cost for covered health care services.	The Schedule of Benefits is a high-level summary of the benefits your plan covers and how much you will have to pay for them.	This document provides an overview of your rights and responsibilities, privacy, appeal rights, and more, as an Ambetter member.
<a href="#">Download PDF</a>	<a href="#">Download PDF</a>	<a href="#">Download PDF</a>	<a href="#">Download PDF</a>	<a href="#">Download PDF</a>

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.

## 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](#)

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

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**I need a letter for:**

☒ All Members


☒ Sheila

☒ Konrad

[Download](#)

7. Click “Download.”

## 8. Example of Letter of Creditable Coverage:



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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