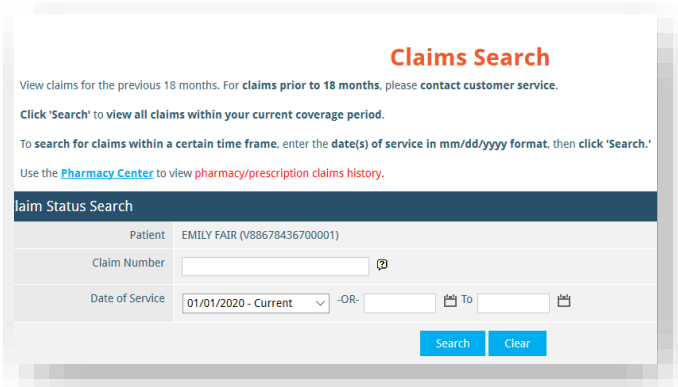
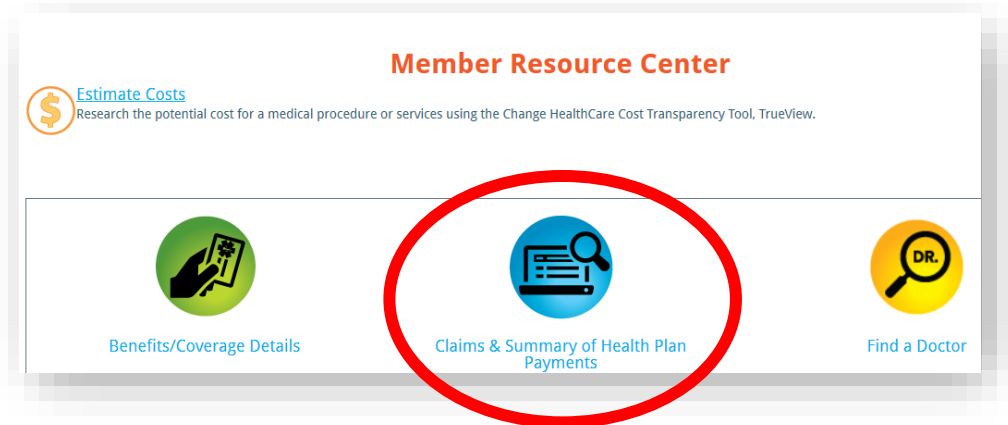


# FAQ for requesting e-summary of health plan payment delivery

## How do I view my e-summary of health plan payment documents?

First, set up your member account on our [Member Resource Center](#). You will need your member ID number handy if this is the first time you're setting up your account.

Once you are logged in, click *Claims & Summary Health Plan Payments*



Then, click "search" to see your claims. You can select a date range or request a specific date span that suits your needs.

To view your summary of health plan payments, click "view" to the left of the claim number.

## How do I save my e-summary of health plan payments document?

Once you open your summary of health plan payment document, you can print or save the file as a PDF for your personal records.

## When does my e-summary of health plan payment document become available once I've received care?

It may take up to 30 days from the date we pay your claim before your summary is available electronically. We process and create the summary documents the first Tuesday of the month and will post your member portal within 48 hours of creation.

Remember, your summary isn't a bill. This summary document helps you confirm the amount your provider bills, what we pay on your behalf, and how this applies to your out-of-pocket and deductibles. After you receive care, it is always important to review your summary of health plan payments and compare it to any bills you receive from your provider.

**Why is Blue Cross moving away from print delivery of summary of health plan payments to electronic delivery of certain summaries?**

As Vermonters, we care about our environment! As of January 1, 2021, we will no longer automatically send you your summary if you:

- Do not owe any money, or
- The amount is equal to your co-payment amount

This simple change will reduce our paper output by nearly 2.6 million sheets of paper per year.