



Access Your Explanation of Benefits On-Line

Key Benefit Administrators has provided you with a way to view your EOB's on line!

Step 1: What do I do first?


From the Internet, go to www.transamericaconnect.com.

1. Select the "Your TransConnect Claim Information" option to access the login screen.
2. To set up your user name and password, click on "**here**" in the message - "If you are a new user, click on "**here**" to create your account."
3. Review the Terms of Use, then select Agree.
4. At the Enter Key Code, type the key code TWM1, then select Submit.
5. Complete the profile information - any field with a red * must be completed - then select Sign Up.
6. To complete the sign up, enter your Social Security Number (this links you to your and your dependents' claim records) and select Yes or No if you want to receive notification of new EOB's to the email address entered in the profile information page. Select Finish Sign Up.
7. Confirmation of your user name will appear. Make note of your user name and password so you can use the next time you sign on. Click on "**here**" to continue.
8. Welcome! You are now at the main page and ready to review your claims.

Step 2: What can I expect to see?

On the main page, you see two menus - **Quick Menu** across the top and **My Menu** down the left side. The **Quick Menu** allows you to review and change your password in the Personal Profile option and access the Health Answer site in the Health Info option. Under **My Menu**, you can access your paid claims information and view the original Explanation of Benefits.

My Menu



Transamerica

All Members
Claims Look Up

Patient Claims - Claim List

Claim Number	Provider Name	Patient Name	Patient DOB	DOS Start	DOS End
<u>1234567801</u>	DOCTOR MD, J	JOE	01/01/1962	12/12/2002	12/12/2002

Claims - EOB View

Click **here** to view the original EOB.

Step 3: How do I view the EOB's?

To view/print the paid claims information and original EOB, left click on the Claims Look Up option under **My Menu**, Transamerica, All Members listed on the left side of the page.

1. All claims paid for you and any of your dependents are listed. You can change the order of the list by clicking on the up/down arrows on any column.
2. To view the claim information, left click on the claim number. A summary of the claim will display.
3. To view the original EOB, left click on "**here**" in the message "Click **here** to view the original EOB." Be patient as it may take a few moments to retrieve and display the EOB. After viewing the EOB, left click on the Back button.

If the original EOB is not yet available to view, the following message is displayed:

"A copy of the original EOB was not found. This may be because a paper copy of this particular EOB was not sent out, or because the date of the EOB occurs prior to the date the original EOB became available on our system."

Wait another day, and try again.

4. To return to the list of claims, left click on the Back button.

When you have completed your review, be sure to log off this secure site by clicking on the Logoff option on the **Quick Menu** across the top of the page.