

FREQUENTLY ASKED QUESTIONS

Q: Why isn't my recent health care visit showing in My Medical Claims History?

A: We have not received the claim from your doctor for your visit you had. Your doctors have up to 180 days from the date of the visit to send us a claim. If you have other health plans, it may take longer for us to get your claim. When you have 2 or more health plans the other health plan must be billed first.

Q: I don't see my health concerns on the My Clinical History?

A: Many times, your doctor has not entered your chart notes into our system. In other cases, it has been too soon, from your office visit. Don't worry, you can come back soon to see if it has been updated.

Q: Who do I talk to if My Medical History is not right?

A: Give us a call 1-800-391-2000. We are here to help you find out why things don't look right.

Q: How can I download my medical data?

A: To download your medical data, click on the "Download My Data" button on the page that you are viewing. You will have the choice to save or print the page.