

How to Sign-Up for Electronic EOBs

The Explanation of Benefits (EOB) is a document that is generated when RGA processes a claim submitted by you or your healthcare provider. EOBs can help you better understand how your health plan works. You may receive these in the mail, but you can also access them electronically.

Go Paperless

- 1 Visit www.accessrga.com and select the my RGA Member Login button on the top of the page.
- 2 Log in to your member portal and select the member icon located on the top right.
- 3 Select “Communication Preferences” on the drop-down menu.
- 4 Select “email” under EOB communication preferences.
- 5 Once signed up, you will start receiving EOB notices in your email after you receive healthcare services and your claims are processed. They will be from our vendor, Redcard, with the subject line “**Your Electronic EOB Has Arrived!**” This email is simply a notification that you have an EOB available to view from your Member Portal.

Access Your EOBs Online

- 1 Visit www.accessrga.com and select the myRGA Member Login button on the top of the page
- 2 Log in to your member portal and select “Manage Claims & Deductibles” located on the top navigation bar
- 3 Select the claim number
- 4 Select “View EOB for this claim”
- 5 A PDF version will open that you can download or print.



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