

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.

Access Your EOBs Online

- 1 Visit accessrga.com, choose Oregon, and select the RGA Member Login button on the top of the page
- 2 Log in to the member portal and select “Manage Claims & Deductibles” located on the top navigation bar
- 3 Scroll down and click on a claim number with a claim status of “Complete: Paid”
- 4 Select “Download Explanation of Benefit”
- 5 A PDF version will download.

Go Paperless

Why go paperless? Enjoy the convenience of viewing and managing your EOB without searching through the mail. Securely access important documents anytime, anywhere.

- 1 Select “Communication Preferences” from the drop-down menu.
- 2 Select “Email” under EOB communication preferences.
- 3 Once signed up, you will start receiving EOB notices in your email once your health care service claim is completely processed. They will be from Regence Group Administrators with the subject line “New Explanation of Benefits Available to View.” This email is only a notification that you have an EOB available to view in your Member Portal.