

Once Provider account access is established, providers can view claims status, payment dates, patient/member eligibility, accumulators, and Explanation of Benefits (EOBs).

*For instructions on setting up a provider account, please refer to the *WEBeci Provider Portal Instructions- Account Setup*

How to Navigate the Site

Once logged in to the site (<https://www.webeci.com/WEBeci287-1/go/287SBMA>), you will see the Home page and the available options to select, as shown below:



How to view claims for a member:

1. Click the "Claims Search" option on the left.
2. Enter the Member ID or SSN and select from the "Show Me" dropdown to expand your search to view all claims submitted for the member. *Please note that access to all claims will solely be by the associated Provider Tax ID.*
3. Enter the Member ID or SSN, Service Dates, or claim number to refine your search.

* = Required

Search Options

Patient ID SSN/CERT/ALT ID *

Provider Tax ID 231355135

Show Me Last 10 Claims ▼

From - Through Service Dates -
mm/dd/yyyy mm/dd/yyyy

Claim Number
000-000000-00

- If available, the results will include:
(Provider details, Group Number, Claim Number, Member/patient information, Claim Status Date, Date(s) of Service, Billed and Payment info).

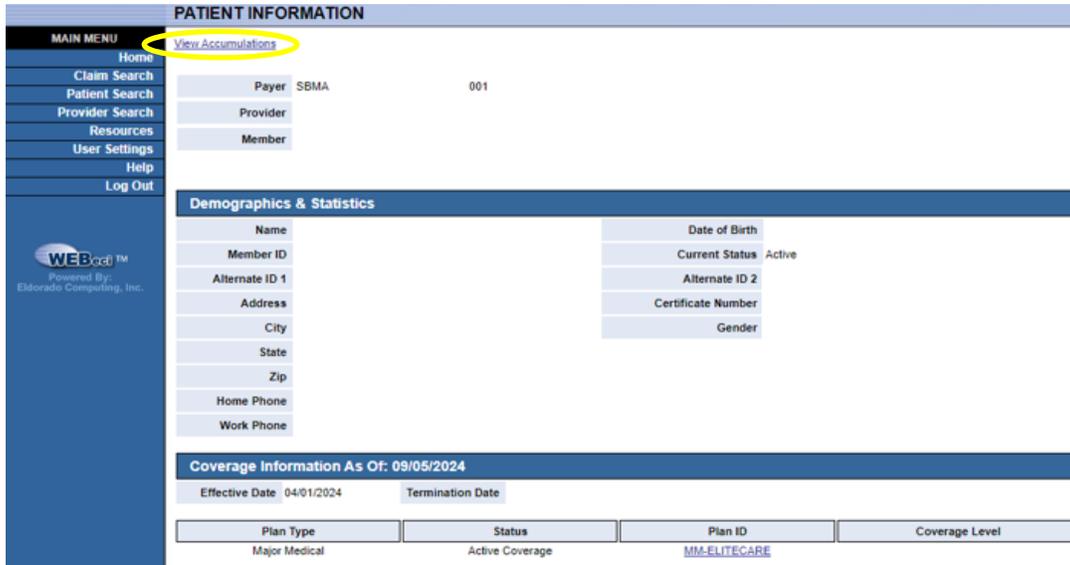
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Provider	001																						
Member																							
Claim Number	Category Code	Status - Date	Service Period	Billed	Payment	Pay Method																	
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- Click on the claim number link for additional information and necessary details associated with the claim, such as service dates/codes and payment details.
- To view or download an EOB, click on the "View/Print Explanation of Benefits Document" link at the top of the page.

CLAIM INFORMATION																															
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Service Dates	Svc Qual	Svc Code	Proc Mod	Charge	Payment	Reason	Units	Category	Status - Date	Control No																					
Category Code(s)																															
F1 Finalized/Payment - The claim/line has been paid.																															
Status Code(s)																															
0 Cannot provide further status electronically																															
Service Qualifier(s)																															
HC Health Care Financing Administration Common Procedural Coding System (HCPCS) Codes																															
Reason Code Description																															
02 CO-PAY TO PT RESP NOT PPO DISC																															
01 PHCS DISCOUNT RATE AGREEMENT																															
26 NOT A COVERED SERVICE																															
EOB Message																															
PAID IN ACCORDANCE WITH THE PHCS DISCOUNT RATE AGREEMENT																															

Where to view Accumulations:

1. Navigate back to the Main Menu options and select "Patient Search."
2. Search by Member ID or SSN (update the eligibility date if necessary).
3. Hit "Search" to view Patient Information, which will include demographics and coverage information.
4. Select "View Accumulations."



PATIENT INFORMATION

MAIN MENU: Home, Claim Search, Patient Search, Provider Search, Resources, User Settings, Help, Log Out

View Accumulations (highlighted)

Payer: SBMA 001

Provider

Member

Demographics & Statistics

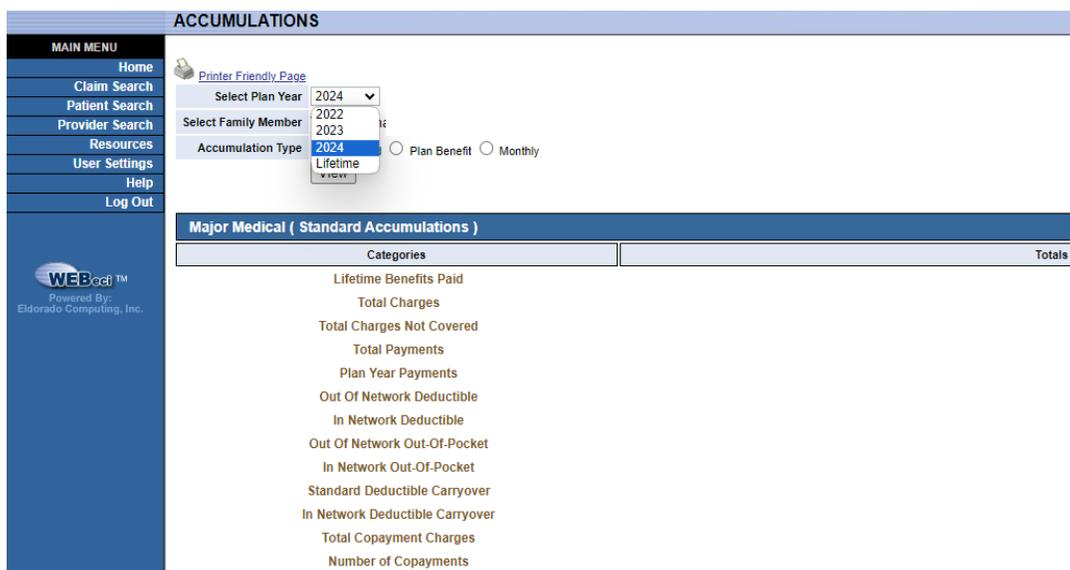
Name	Date of Birth
Member ID	Current Status: Active
Alternate ID 1	Alternate ID 2
Address	Certificate Number
City	Gender
State	
Zip	
Home Phone	
Work Phone	

Coverage Information As Of: 09/05/2024

Effective Date: 04/01/2024 Termination Date:

Plan Type	Status	Plan ID	Coverage Level
Major Medical	Active Coverage	MM-ELITECARE	

On this page, you will see a dropdown to select the applicable plan year followed by: 'Accumulation Type, Standard Accumulation Categories, and Totals.'



ACCUMULATIONS

MAIN MENU: Home, Claim Search, Patient Search, Provider Search, Resources, User Settings, Help, Log Out

Printer Friendly Page

Select Plan Year: 2024 (dropdown menu open showing 2022, 2023, 2024, Lifetime)

Select Family Member

Accumulation Type: Plan Benefit Monthly

Major Medical (Standard Accumulations)

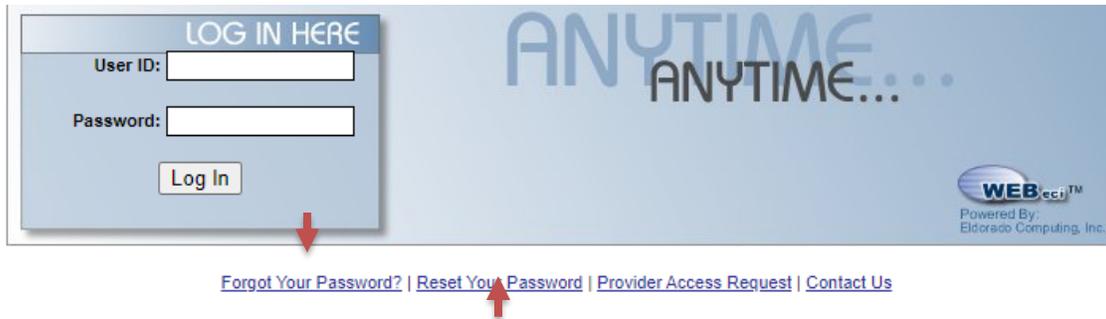
Categories	Totals
Lifetime Benefits Paid	
Total Charges	
Total Charges Not Covered	
Total Payments	
Plan Year Payments	
Out Of Network Deductible	
In Network Deductible	
Out Of Network Out-Of-Pocket	
In Network Out-Of-Pocket	
Standard Deductible Carryover	
In Network Deductible Carryover	
Total Copayment Charges	
Number of Copayments	

WEBECI PROVIDER PORTAL INSTRUCTIONS – NAVIGATING THE SITE



To ensure easy access and avoid issues with the link, please save the following as a favorite or a bookmark:
Complete URL: <https://www.webeci.com/WEBeci287-1/go/287SBMA>

If you forgot your password, click the link below to have your password hint revealed.



If you forgot your password and the hint provided does not resolve the login issue, click the "Reset Your Password" link to reset your password. This option will require you to answer the security questions that were set up when you created your account.

PASSWORD RESET

Answer your secret questions to reset your password:

This feature may not be available to you if you are logging in for the first time, or for the first time since security enhancements were implemented. These questions and answers are updated in User Preferences.

For technical issues or difficulty accessing the site, please use the "Contact Us" button to reach out to our team.

[Forgot Your Password?](#) | [Reset Your Password](#) | [Provider Access Request](#) | [Contact Us](#)