WEBeci Provider Portal Instructions – Navigating The Site

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*

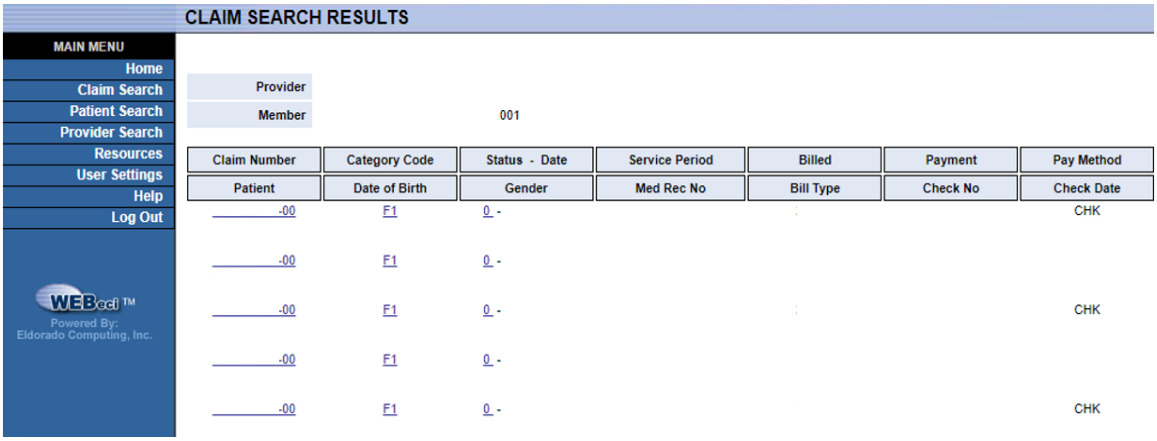
How to Navigate the Site

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:

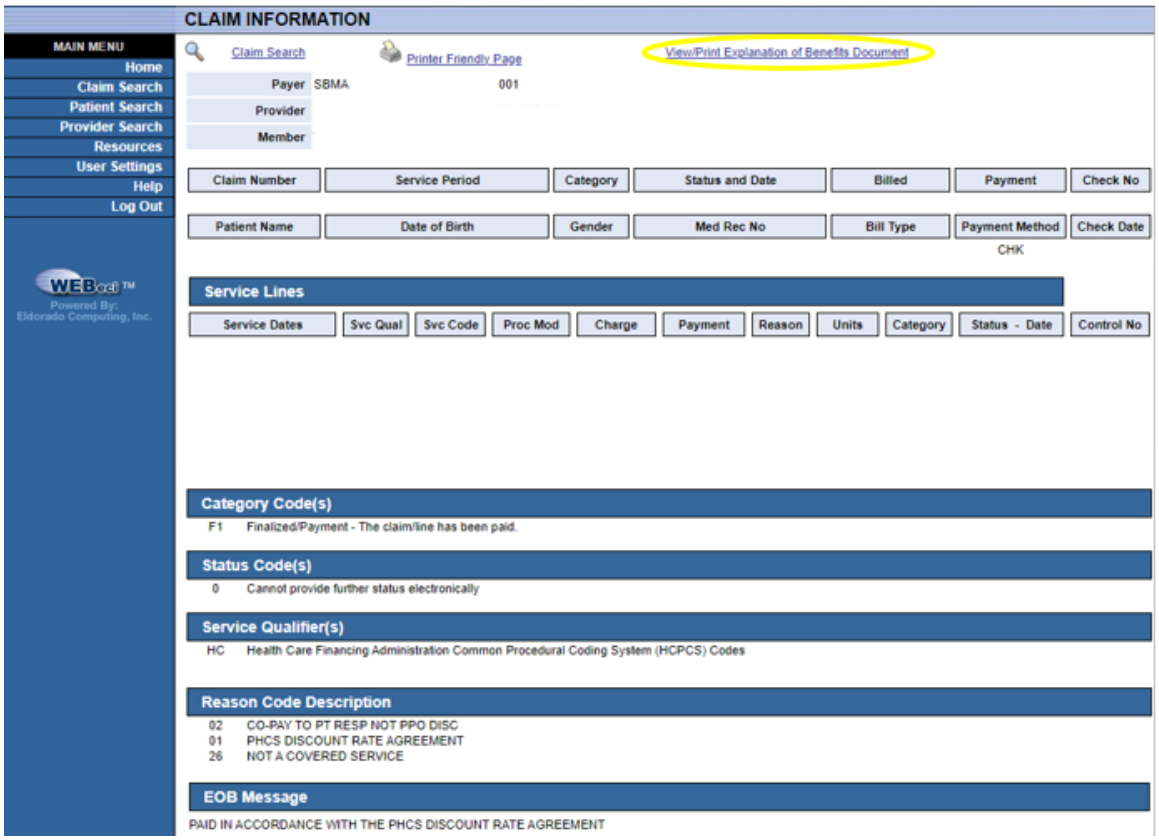
How to view claims for a member:

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.

4. 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).*

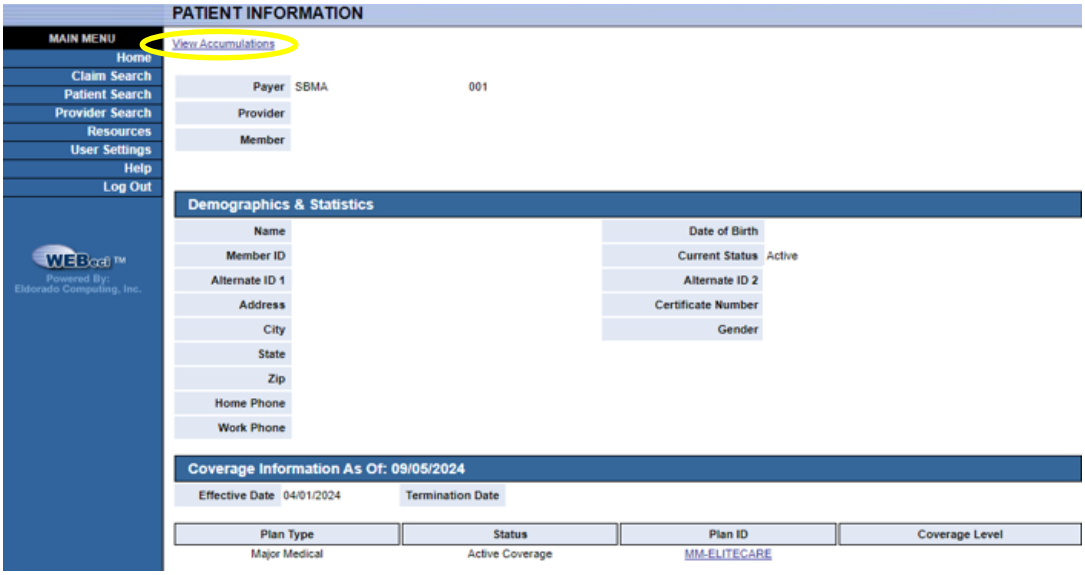


5. Click on the claim number link for additional information and necessary details associated with the claim, such as service dates/codes and payment details.
6. To view or download an EOB, click on the "View/Print Explanation of Benefits Document" link at the top of the page.

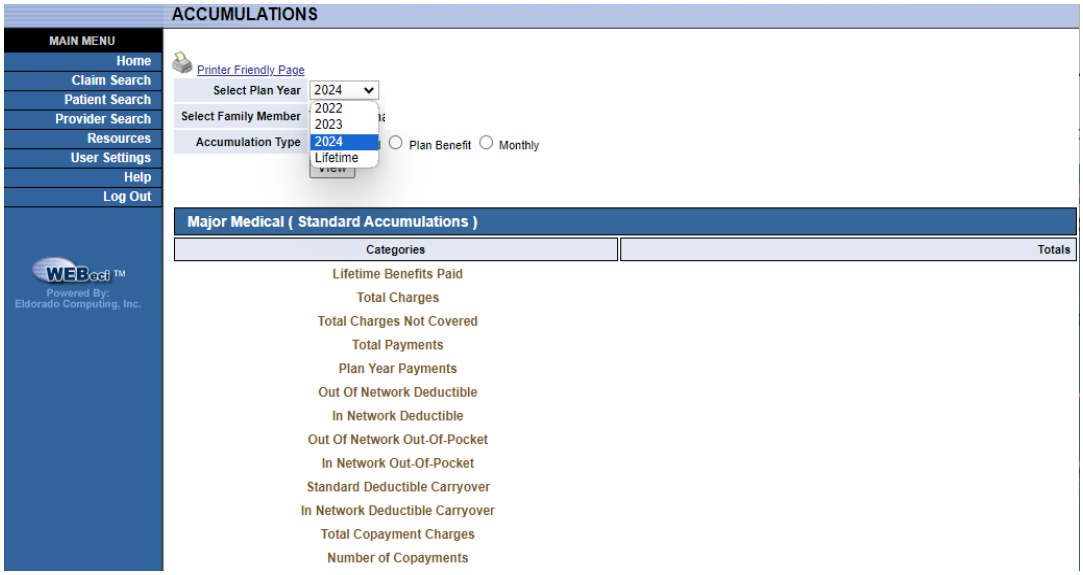


Where to view Accumulations:

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."



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



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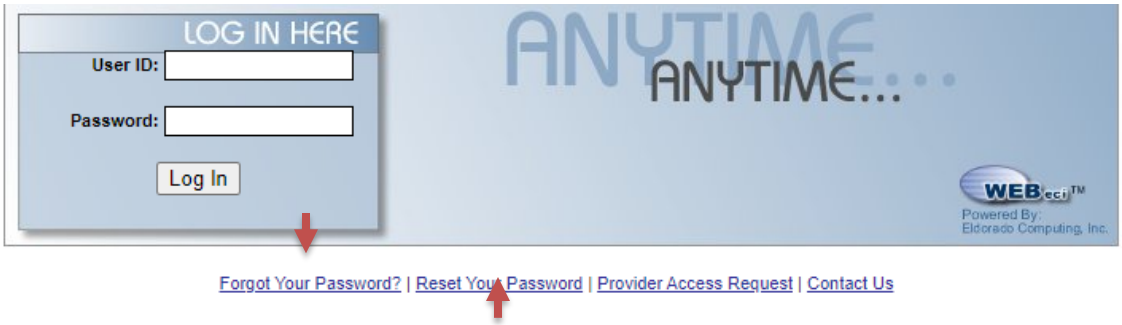
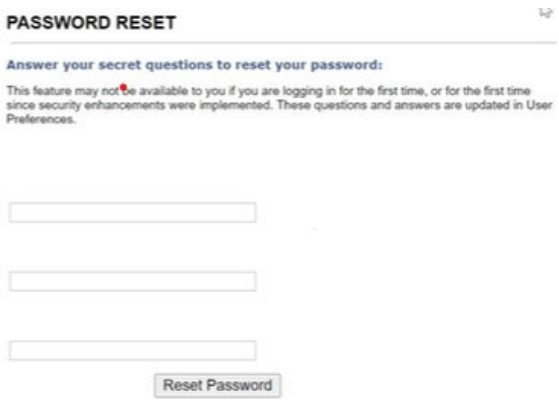
To ensure easy access and avoid issues with the link, please save the following as a favorite or a bookmark:
Complete URL: **https://www.webeci.com/WEBeci287-1/go/287SBMA**

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.



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