

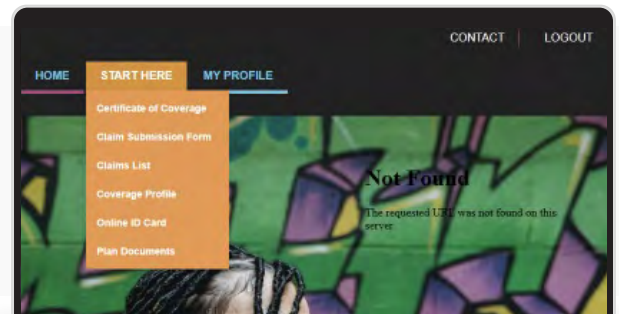
How to Check the Status of Your Claims

Step 1: Login to your LewerMark Student Portal

- Go to lewermark.com/student-login
- Use your student ID or health insurance member ID as your username.
- Enter your password.
- If you forgot your password, chat with us through the website or email lewermarksupport@lewer.com and we will reset it for you.

Step 2: Open the “Start Here” menu

- After logging in, move your mouse over “Start Here” near the top of the page, as shown to the right.



Step 3: Select “Claims List”

Step 4: Review your claims

- You will see a list of all claims currently on file for your insurance plan.



Step 5: Check for any amount you may owe

- If you owe money for any of your claims, you will see the amount owed listed under “Patient Responsibility.”
- This section shows costs that are not covered by your health insurance plan, such as:
 - Copays
 - Deductibles
 - Coinsurance
 - Other non-covered charges



Step 5 Continued: Important information

- You will not always owe money for a claim.
- Some claims may still be waiting for insurance review, approval, or payment.
- Please review your claim information carefully before making any payment.
- Claims payments are made directly to the healthcare provider, not through LewerMark.
- If you do not see the claim you are looking for, try searching by:
 - Date range or
 - Claim number

Step 6: View claim details

- Click on a claim number to see detailed information about that claim.
- You can also download an Explanation of Benefits (EOB) from the claim details page.

What is an EOB? An Explanation of Benefits is a document that explains:

- What healthcare services were billed
- How much your insurance paid
- Any amount you may still owe

Step 7: Review any additional requirements

- Carefully review your EOB to see whether the insurance company needs any additional information to process the claim.
- If additional information is required, please complete a Claims Questionnaire Form and submit it to LewerMark. This form can be found at lewermark.com/submit-a-form. Our team will assist you with the claim process.

1 (800) 821-7710 | lewermarksupport@lewer.com | lewermark.com

Never hesitate to reach out to LewerMark with questions or concerns!
We are always *happy to help!*