Website Enhancements

CNIC Health Solutions is excited to share information regarding updates we have made to our member websites. The updates include a new look, which assists with navigation, and **two additional features**.

- You can **download claim details** for paid medical claims to an Excel spreadsheet or other file type (depending on your computer's default setting). By downloading your paid claim data, you can view, save and filter your data for income taxes or other purposes.
    - To use the new download functionality, go to www.cnichs.com, select "Members", and log in. After you log in, click "View My Claims" and follow the directions printed on-screen.

- You can also **view deductible and co-insurance/out of pocket information** for your paid claims.
    - To view deductible and co-insurance/out of pocket information, log in and click on the Deductible/Out of Pocket Amount button on your home page.

Other available features include:

- Print Temporary ID Cards
- Submit questions and responses to Customer Service, including uploading documentation to respond to requests from CNIC regarding Other Insurance, Accident Details, etc.
- Paperless EOBs – In order to give you faster access to information and reduce impact on the environment, **we encourage all members to sign up for paperless Explanations of Benefits** (EOBs). Once you sign up, you will receive an email notification when an EOB is posted to your online account. You can then view, download and/or print the EOB. Sign up by selecting "Profile" in the upper right corner, "Paperless EOB", then "Yes" and "Update".

If you have never signed up for the online system, please go to www.cnichs.com, select Members, then click on the word "HERE" in the statement "New members please click HERE to create an account."