



PO Box 30541  
Salt Lake City UT 84130-0541

ROBERT PLOCK  
6827 LATTA PKWY  
DALLAS TX 75227

**QUESTIONS / CONCERNS** Contact 1-800-826-9781.

**INTERNET:** Online services are available 24 hours a day at [www.umar.com](http://www.umar.com).

**APPEAL:**

You may file an appeal of the claim decision by sending a written request and pertinent information within 180 days from the date of this Notice to "**Claims Appeal Unit, P.O. Box 30546, Salt Lake City, UT 84130-0546**". Refer to your current benefit booklet for information on the appeal process. After you have exhausted the mandatory appeal levels that are described in your benefit booklet, you have the right to bring a civil action under section 502(a) of the Employee Retirement Income Security Act(ERISA). You may supply additional information with your appeal. You may request copies (free of charge) of information relevant to your claim by contacting us at the above address.

**OTHER RESOURCES TO HELP YOU**

For questions about your appeal rights, this notice, or for assistance you can contact the Employee Benefits Security Administration at 866-444-EBSA (3272). Additionally, you can contact your consumer assistance program at the Texas Department of Insurance 1-855-839-2427 (1-855-TEX-CHAP).

**HELP STOP FRAUD!** If you know or suspect any illegal activity concerning claims, contact our anti-fraud unit by calling 1-800-356-5803. You do not need to identify yourself.

Refer to your benefit booklet for more details on Claim determination.



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Employee	Robert Plock
Member ID	13280912
Patient	Robert Plock
Notice Date	04-04-13
Employer Name	Convoy Servicing dba Thermo King of Dallas
Employer Number	7670-00-410892

# EXPLANATION OF BENEFITS NOTICE - THIS IS NOT A BILL

**Provider:** Baylor Institute for Rehab

**Patient Account:** 290071246-290589708 **Claim Control Number:** 13086324092

Service Description	Dates of Service From:	Dates of Service To:	Amount Billed	Amount Not Payable	See Note Section	Less Deductible	Allowable Amount	%	Plan Benefit Amount	Amount Paid	Provider May Bill You
Medical Service	03-20-13	03-20-13	\$86.55	\$40.00	858		\$46.55	100	\$46.55	\$46.55	\$40.00
Medical Service	03-20-13	03-20-13	\$80.29				\$80.29	100	\$80.29	\$80.29	
Medical Service	03-20-13	03-20-13	\$51.60				\$51.60	100	\$51.60	\$51.60	
<b>Totals</b>			<b>\$218.44</b>			<b>\$0.00</b>	<b>\$178.44</b>		<b>\$178.44</b>	<b>\$178.44</b>	<b>\$40.00</b>

## Note Section

858 Patient co-payment. See plan Schedule of Benefits in your SPD.

**Payment To:** Bir Jv LLP

**Payment Date:** 04-04-13

**Payment Amount:** \$178.44

Benefit Period	Benefit Level	Applied To Date
01-01-13	\$1,000 In Net Ind Cal Yr Deductible	
01-01-13	\$3,000 In Net Fam Cal Yr Deductible	
01-01-13	\$2,000 Out Net Ind Cal Yr Deductible	
01-01-13	\$6,000 Out Net Fam Cal Yr Deductible	
01-01-13	\$3,000 In Net Ind Out-of-Pckt	
01-01-13	\$9,000 In Net Fam Out-of-Pckt	
01-01-13	\$5,000 Out Net Ind Out-of-Pckt	
01-01-13	\$15,000 Out Net Fam Out-of-Pckt	