

SAMPLE EMAIL NOTIFICATION – NEW EXPLANATION OF BENEFITS (EOB)

From: Dart Member Care
To: Lucy Van Pelt
Subject: You have a new Blue Water EOB waiting for you!
Date: Friday, September 5, 2025

Greetings!

We have added a new Explanation of Benefits (EOB) statement or statements to your online account. Review this information carefully before paying your health care provider to ensure the services being billed to your health plan are accurate. Review your EOB and pay only those amounts in the green box marked “Patient Responsibility”.

View your claims

To view your claims activity

[Download the Blue Water Health Connect App](#)

or

[Login to your Blue Water Health Connect Account](#)

Have questions about your EOB?

Please don't reply to this automated email. Call the number on the back of your member ID card or on page one of your EOB. If you're having problems accessing your account or EOBs, call:

Dart Member Care

800-248-0457

Monday through Thursday 8 a.m. to 6 p.m. EST

Friday 8 a.m. to 5 p.m. EST

