



A UnitedHealthcare Company

# Learn the language of health care

Let's face it. Understanding health and benefits terms is like learning a foreign language for most of us. Knowing the difference between coinsurance and copayment can be confusing. And knowing the difference in an EOB from COB shouldn't require a PhD.



Fortunately, you don't need a foreign language professor or CIA code-breaker to understand all of these terms. That's because our own UMR team of language experts has already defined them for you, along with a few others.

## What is a deductible?

**Definition:** The amount you have to pay before your plan pays for certain services. Deductibles are usually an annual set amount. A deductible may apply to all services or just a portion of your benefits. It depends on your benefits plan.



### Still confused?

Go to [justplainclear.com](https://www.justplainclear.com) to view a full glossary of health care terms.

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## What is a coinsurance?

**Definition:** A set percentage of costs that are covered by your plan after your deductible has been paid. Your plan pays a higher percentage. You pay a lower percentage.

Tip...think percentage

## What is a copayment?

**Definition:** A small set fee. Depending on your plan, it is usually paid each time you have an office visit, outpatient service or prescription refill. The fee is determined by your health plan. Copayments don't vary with the cost of service.

Tip...think set fee

## What is an out-of-pocket?

**Definition:** The amount you pay out of your pocket for particular health care services during a particular period of time. An out-of-pocket maximum limits the amount you have to pay during a particular period of time.

## What is coordination of benefits (COB)?

**Definition:** Many families are covered by more than one health plan. The coordination of benefits (COB) process determines which plan pays first. It also determines if the second plan will pay any remaining charges not covered by the first plan. The process makes sure your doctor doesn't get paid twice for the same service.

## What is an explanation of benefits (EOB)?

**Definition:** An EOB is simply the statement explaining your benefits activity. It includes the services provided, the amount billed and the amount paid, if any. You should review your EOBs carefully. Call the customer service number on your ID card or visit [umr.com](http://umr.com) or use our UMR mobile app if you have any questions about your EOB.