

**My View, also called My Response,** is a user-friendly, easy-to-read display of the benefits returned from the payer. The goal of My View is to bring forth the benefits that are most relevant to the user while hiding any benefits not relevant to the user’s role.

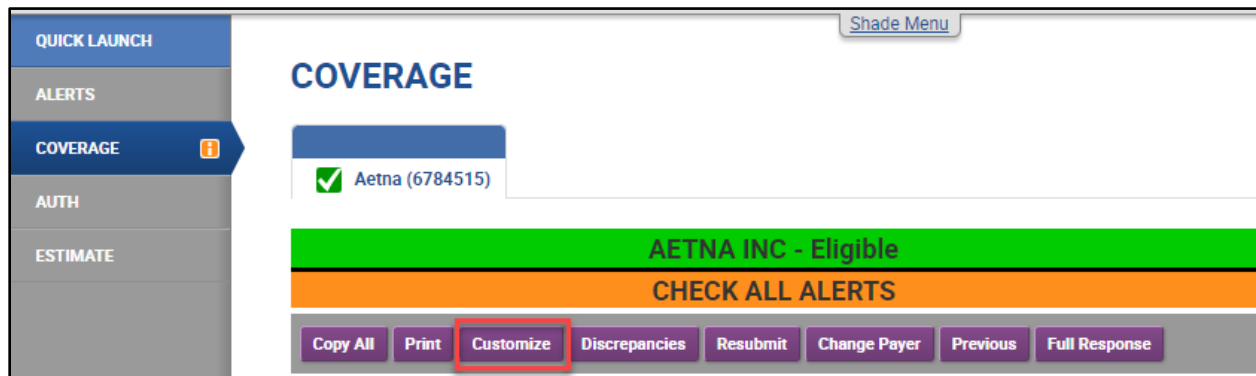
- Each benefit is sectioned into its own box, called a **widget**.
- My View is standardized so that regardless of payer, users will be able to locate specific benefits in their designated place on the My View.

### Customizing My View

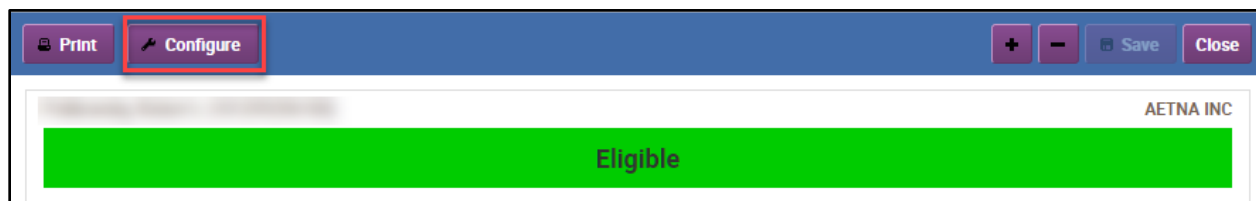
**Customize** allows the user to customize the benefits displayed on their My View.

- Users will need to configure a customized view for each payer type – for example, one for a commercial payer, one for Medicare, and one for Medicaid, etc.
- After setting up a My Response view for each of these payer types, future transactions will appear using the preferences defined by the user.

From the Coverage Chevron, select **Customize**.

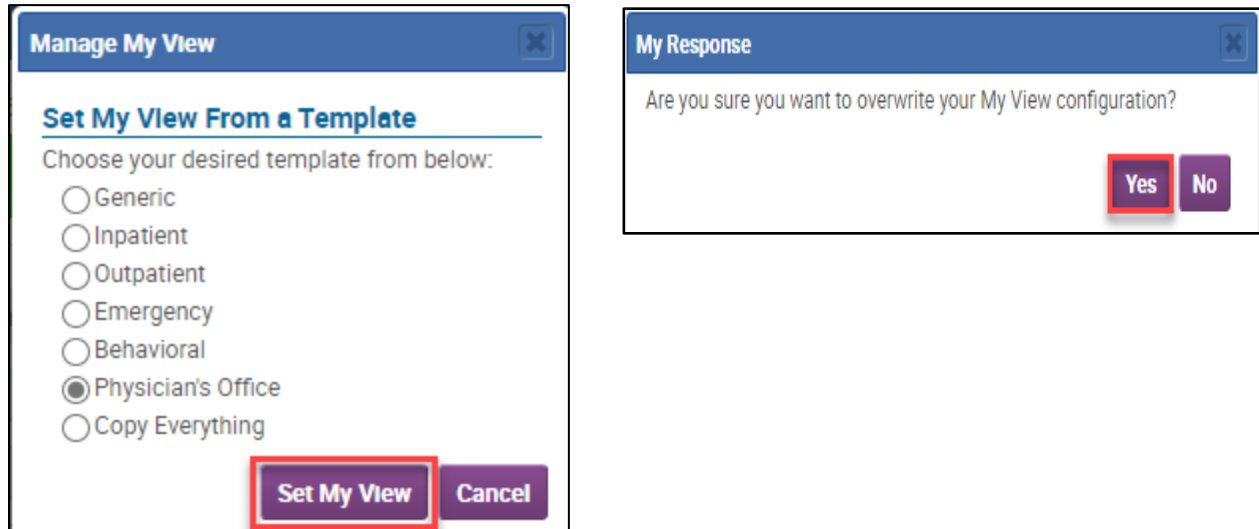


A new window will open. Select **Configure** to open the Manage My View window.



Available templates will open. These are Experian Health’s best practices of what a user working in a certain area would most likely want to see on their eligibility responses. For example, a user working in a physician’s office would most likely want to see Physician’s Office benefits on their My View. The generic template contains Inpatient, Outpatient, and Emergency benefits and is recommended for users who need access to multiple benefit types.

Select a template and click **Set My View**. Confirm you want to overwrite your My View configuration by clicking **Yes** in the My Response window.



The page will now display the benefits that are part of the chosen template. Review the template to become familiar with the benefits that are a part of the view.

Additional benefits pertinent to the user's role can be added to My View and benefits that are not relevant can be removed.

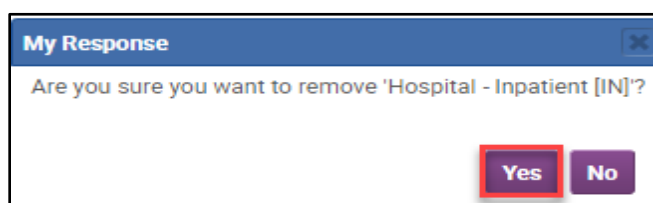
Widgets can be collapsed so they are easier to move around. Click the – button to collapse widgets and the + button to expand.



Remove any unneeded benefits by clicking the X on the widget.



Click **Yes** to confirm the removal.



View additional benefits under the other benefit tabs.



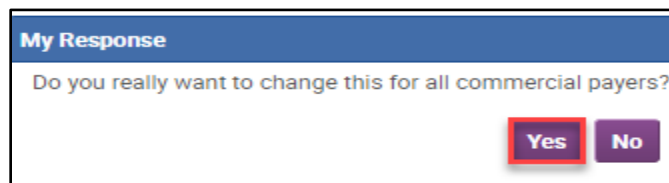
**Add a benefit** to My View by clicking on the star icon of the benefits widget. The star icon will turn into a checkmark to indicate that the preference has been saved. This benefit will now be located on the bottom left-hand side of the My View tab.

Items with a check mark are currently under My View and can be removed from the My View tab as stated above.

The location of the widgets on My View can be changed based on user preference. To reposition a widget, left click on the grey title bar of the benefit and drag and drop the widget to the desired location.

Click **Save** in the upper right to save changes made during the customization process.

A confirmation prompt will appear. Click **YES** to confirm the change for all responses for that payer type.



Configure My View for each payer type. Ex: one for Commercial, one for Medicaid, and one for Medicare, etc.

After setting up a My Response view for each of these payer types, future transactions will appear using the preferences defined by the user.