

## **Your Member Portal**

Did you know you can find a variety of healthcare tools and resources at www.meritain.com?

Your member website gives you 24-hour access to a number of tools and resources that can help you manage your health benefits.

## With Meritain.com you can:

- Check your eligibility and benefits.
- Find the status of claims.
- View your Explanations of Benefits (EOBs).
- Review your benefit plan document.
- View deductibles and out-of-pocket maximums.
- Check HRA and FSA balances, as applicable.



## Access is as easy as 1-2-3

If you have an account simply log in. If you're a new user, you'll need to register with these simple steps.

- Step 1 From your computer, simply open your Web browser and go to www.meritain.com. Then, in the top right corner, click Register.
- Step 2 Next, select *Member* under *I am a* and enter your group ID. You can find your group ID on the front of your member ID Card. (If you are new to the plan, you will soon receive your member ID Card in the mail.) Then, click Continue.

Please note: you may set up a login for yourself, and view information for any children under age 18 who are covered by your plan. For privacy purposes, your spouse and dependents over the age of 18, covered by the plan, must each establish logins to access their individual information.

- Step 3 You'll need to enter the following information, then select *Submit*:
- Member ID (located on your member ID Card) Group ID (located on your member ID Card)
  - First/last name (employee, spouse or dependent)
- Email (personal address)

Zip code

Your security question and answer

Date of birth (mm/dd/yyyy)

A username and password you select

After you create a password and confirm your email address—you're done! You can then log in with the username and password you created.

## Viewing and printing claims

Through your Meritain.com member portal, you can easily access and print your claims. Just follow the steps below.

Step 1 Select *Claims* from the menu bar on your member home page.



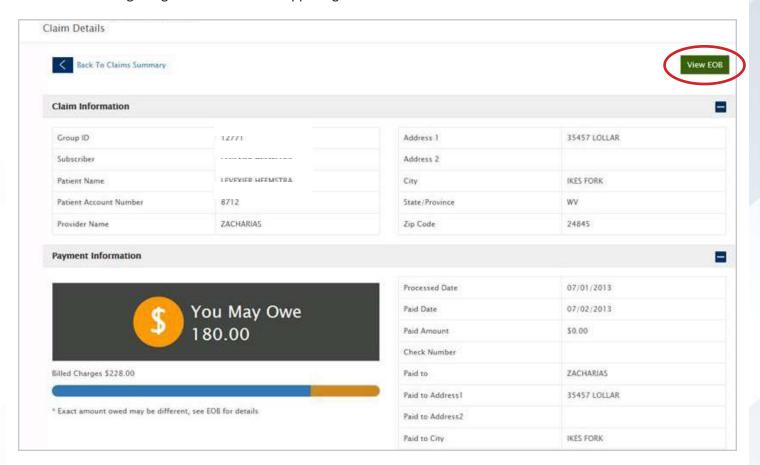
Step 2 Click *Apply* to view all claims, or add filters as needed. The arrows at the top of the page allow you to cycle between each covered person's claim.



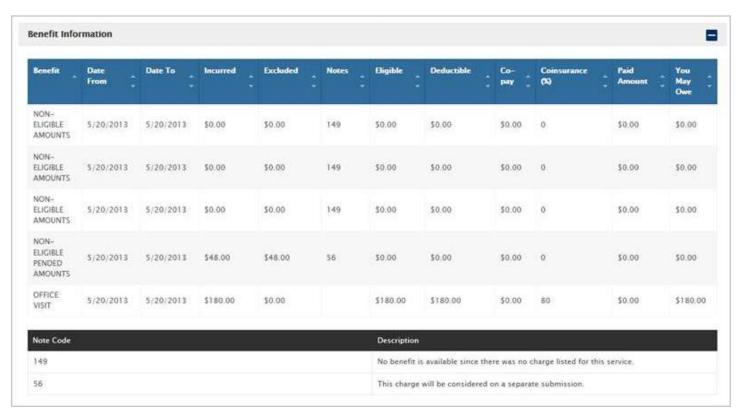
Step 3 After you click *Apply*, claims will appear at the bottom of the page. You can print from here, or open your claims as a PDF or Excel spreadsheet and print from those programs. Just click on the claim number or *View* to see your claim details.



Step 4 On the *Claim Details* page, you can review provider information, claim process date, the amount paid to your provider, and the amount you may owe. You can also view a copy of your Explanation of Benefits by clicking the green button in the upper righthand corner.



Further down the page, you can view a breakdown of your benefit information regarding this claim.



# Important information about your member portal

## **Spouses and dependents**

Per the HIPAA Privacy Regulations, spouses and dependents over age 18 have partially protected healthcare information. To access their information, they'll need to register for their Meritain.com account using the previous steps. You can view financial information for all dependents, regardless of age.

## **Returning user login**

When returning to the website after your account has been created, just enter your established username, select *Next* and then enter your password in the login box.

## **Incorrect login**

You can click *Home* to return to the home page and try again if you receive an incorrect login message.

## Website support

If you need help with the login process or forgot your username or password, we're here to help. You can contact customer service using the phone number printed on your ID Card.

## Website options

Simply click the name of each function in the top banner of Meritain.com to access the following options. Click *Home* to return to the welcome page.

## Healthcare plan overview

You can view deductibles, out-of-pocket maximums, FSA/HRA balances (if applicable), prescription plan information, plan documents and your coverage overview.

## Benefits and coverage

Here you can access temporary ID cards or order replacements, as well as request a letter of coverage.

#### **Health tools**

For quick access to health and wellness links, coaching, personal health records, prescription drug information, telemedicine and more, you should click *Access My Health Tools*. (Options vary based on available benefits.)

### **Doctors and hospitals**

It's easy to find a doctor on Meritain.com—just click *Doctors And Hospitals*. You'll be able to find providers by zip code (this includes all providers, not network specific).

To search for in-network providers, you can click on *Find A Doctor Or Hospital In Your Network* (Aetna network only).

#### Other functions

The following two functions are both available for your use. Just click on the name of the function to access your information.

#### User documentation

To view the member portal reference guide for more information on available features, just click the *User Documentation* link at the bottom of the page.

## Change user information

To do this, just click *Account Settings* at the top right-hand side of your page. You can change your password or store your email address.

You can click *Home* at any time to return to the welcome page.

If you need help navigating **www.meritain.com** or registering your account, just call the number located on your ID Card.