



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.

The screenshot shows the claims filter interface. It includes a search bar at the top left. Below it are several filter sections: 'Claim Type' with checkboxes for Medical, Dental, Vision, and Rx; 'Paid by HRA' with radio buttons for Yes, No, and Show All; 'Provider Name' and 'Claim Number' with text input fields; 'Date of Service' with 'From' and 'To' date pickers; and 'Billed Charges (\$)' and 'You May Owe (\$)' with text input fields. At the bottom right, there are 'Clear All' and 'Apply' buttons, with the 'Apply' button circled in red.

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.

The screenshot shows a table of claims. At the top right of the table area are 'Clear All' and 'Apply' buttons. Below them are 'Export' and 'Print' buttons, which are circled in red. The table has the following columns: Claim Status, Claim Type, Provider Name, Date of Service, Claim Number, Billed Charges, and You May Owe. Each row includes a 'View' link next to the claim number.

Claim Status	Claim Type	Provider Name	Date of Service	Claim Number	Billed Charges	You May Owe	View
Processed	Rx	BABKA	12/27/2016	NZ87390	\$231.99	\$0.00	View
Processed	Rx	BABKA	12/25/2016	NZ87387	\$21.54	\$0.00	View
Processed	Rx	BABKA	05/30/2014	G882404	\$0.00	\$0.00	View
Processed	Rx	BABKA	05/28/2014	GAS8224	\$105.17	\$0.00	View
Processed	Rx	BABKA	04/20/2014	FWT1258	\$92.77	\$0.00	View
Processed	Medical		02/28/2014	FVW8186	\$36.00	\$0.00	View

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.

Claim Details

[View EOB](#)

[Back To Claims Summary](#)

Claim Information

Group ID	12771	Address 1	35457 LOLLAR
Subscriber	-----	Address 2	
Patient Name	1 PUSKIER HFFMCYRA	City	IKES FORK
Patient Account Number	8712	State/Province	WV
Provider Name	ZACHARIAS	Zip Code	24845

Payment Information

You May Owe

180.00

Processed Date

Paid Date

Paid Amount

Check Number

Paid to

Paid to Address1

Paid to Address2

Paid to City

Processed Date	07/01/2013
Paid Date	07/02/2013
Paid Amount	\$0.00
Check Number	
Paid to	ZACHARIAS
Paid to Address1	35457 LOLLAR
Paid to Address2	
Paid to City	IKES FORK

Billed Charges \$228.00

* Exact amount owed may be different, see EOB for details.

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

Benefit Information

Benefit	Date From	Date To	Incurred	Excluded	Notes	Eligible	Deductible	Co-pay	Coinsurance (%)	Paid Amount	You May Owe
NON-ELIGIBLE AMOUNTS	5/20/2013	5/20/2013	\$0.00	\$0.00	149	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00
NON-ELIGIBLE AMOUNTS	5/20/2013	5/20/2013	\$0.00	\$0.00	149	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00
NON-ELIGIBLE AMOUNTS	5/20/2013	5/20/2013	\$0.00	\$0.00	149	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00
NON-ELIGIBLE PENDED AMOUNTS	5/20/2013	5/20/2013	\$48.00	\$48.00	56	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00
OFFICE VISIT	5/20/2013	5/20/2013	\$180.00	\$0.00		\$180.00	\$180.00	\$0.00	80	\$0.00	\$180.00

Note Code	Description
149	No benefit is available since there was no charge listed for this service.
56	This charge will be considered on a separate submission.

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.