



Meritain Health[®] Member Website

*A fresh new connection to
your benefits plan*

Did you know you can find a variety of health care 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.

At **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 limits.
- Access your ID card.

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. When you're registering, you can use the last four of your Social Security number to help identify you or you'll need your Member ID and group ID from your ID card. If you're new to the plan, you'll receive your ID card in the mail soon.

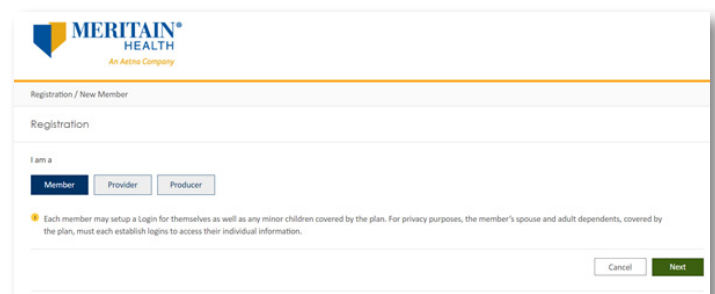
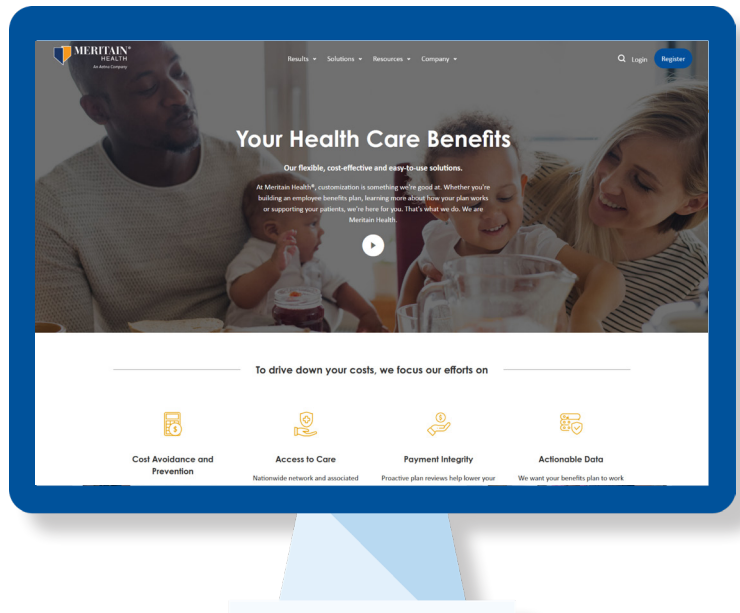
Step 1

Scan the QR code below and click on the link to register or visit **www.meritain.com** and click *Register*.



Step 2

Select *Member* under *I am a*. Then, click *Next*.



Registration / New Member

Registration

I am a

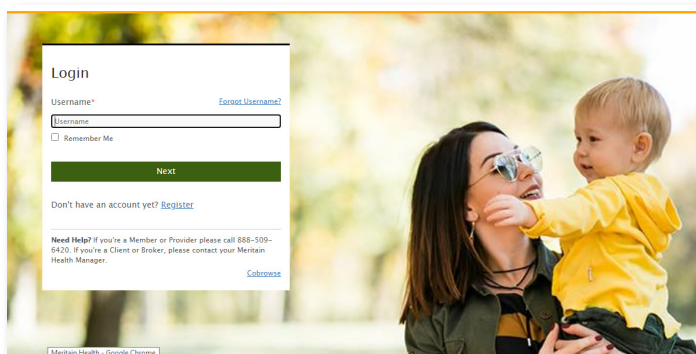
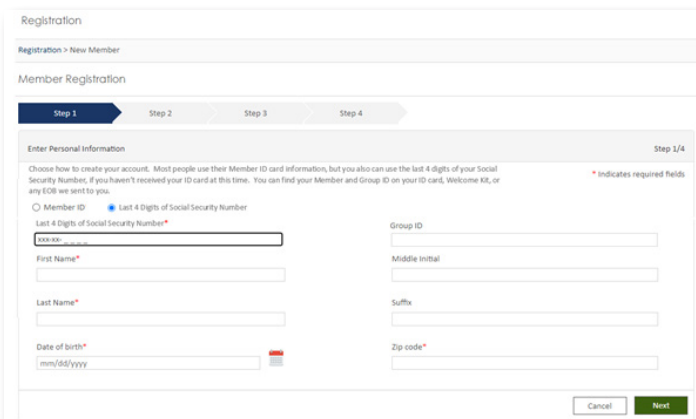
☒ Member ☐ Provider ☐ Producer

Each member may setup a Login for themselves as well as any minor children covered by the plan. For privacy purposes, the member's spouse and adult dependents, covered by the plan, must each establish logins to access their individual information.

Step 3

You can register with your member ID number or the last four digits of your Social Security number (SSN). You'll need to enter the following information, then select *Submit*:

- Member ID and group ID (located on your member ID card) or SSN
- First name (employee, spouse or adult dependent)
- Last name (employee, spouse or adult dependent)
- ZIP code
- Email (personal address)
- Date of birth (mm/dd/yyyy)



Then, you will create a username and password. After you confirm your email address—you're done!

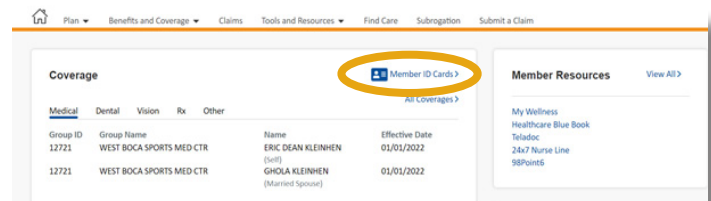
You can now log in to your account with your new username and password.

What you'll find at www.meritain.com

You can easily navigate our website by clicking on the icons on the homepage or click the name of each function in the top banner of the page to access the following functions.

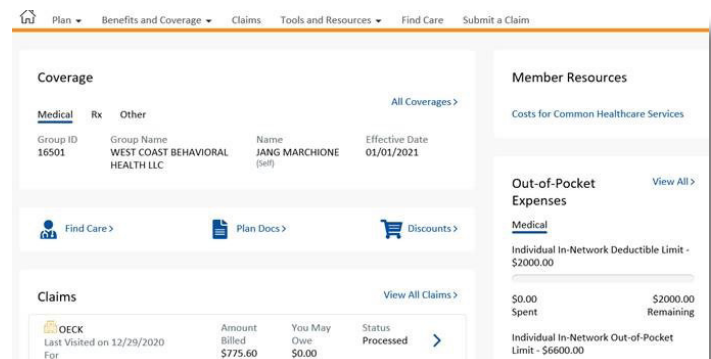
Click *Home* to return to the homepage.

You can also download a copy of your digital ID card. Simply click on the *Member ID Card* icon in the coverage box—you will be able to easily access a copy of your ID card!



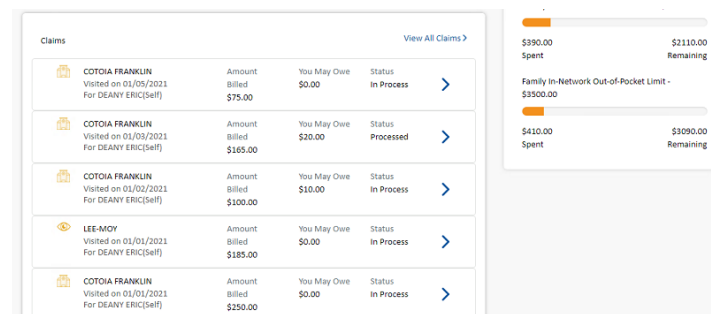
Health care plan overview

You can view deductibles and out-of-pocket maximums on the main page when you log in to your member account.



Claim information

Just click *Claims* to view your claim information. The *Apply* button lets you view all claims. Claims with statuses of *In Process*, *Processed* or *Awaiting Review* will be displayed. You can view and print the Explanation of Benefits (EOBs) by clicking for the claim details under the claim number.



Other features

Through the Meritain Health member website, you also have access to:

- **Flexible Spending Account (FSA) information**
- **Healthcare Bluebook™**
- **Teladoc®**

Just click on the feature below to access your information.

- **Account Settings**

You can change your password or store your email address by going to the drop-down arrow located next to the person icon and *Welcome* in the upper right-hand corner of your page. From there, click *Account Settings* and update the information as needed.

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

Need help registering? Give us a call at the number on the back of your ID card.

Important information about the member website



Spouses and dependents

Per the HIPAA Privacy Regulations, spouses and dependents over age 18 have partially protected health care information. To access their information, they'll need to register for their 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 and password in the login box.

Incorrect login

You can click *Home* to return to the homepage 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 at the number on the back of your ID card.

If you need help navigating www.meritain.com or registering your account, simply call us at the number on the back of your ID card.