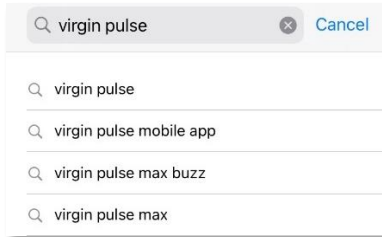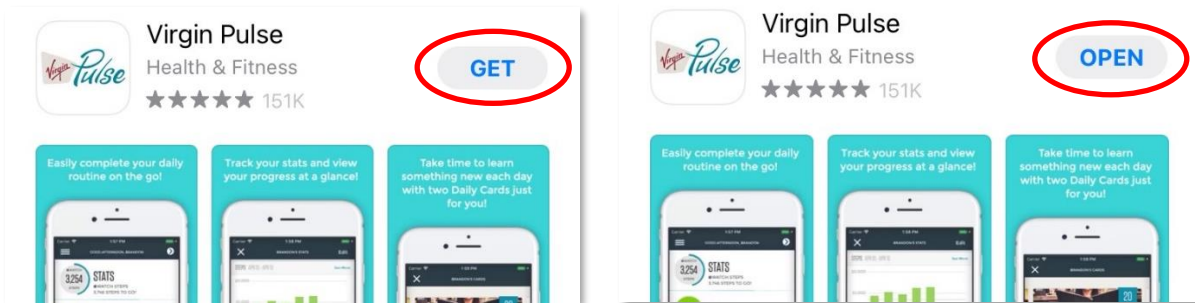# SimplePay Health™ - Virgin Pulse Member Portal
iOS (Apple) App Download & Navigation

1. Open the App Store on your iOS device and search for "Virgin Pulse". Select "Virgin Pulse" or "Virgin Pulse Mobile App".


2. Tap the "Get" button to download the Virgin Pulse app. When it's done, tap on "Open".
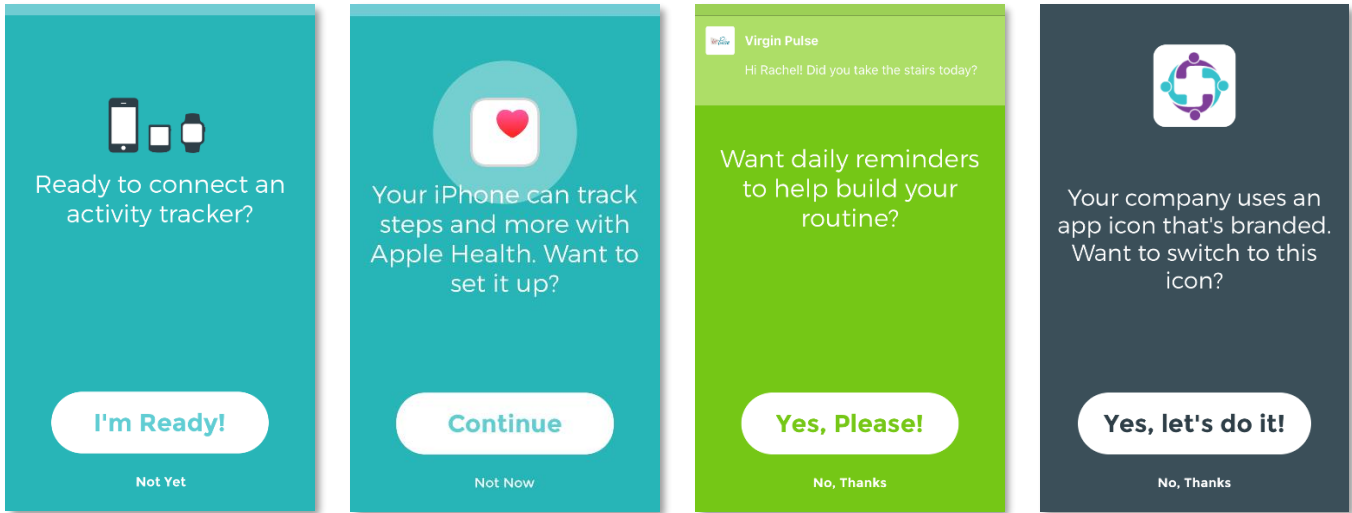

3. **If you've already registered** for an account on the Virgin Pulse/SimplePay Health member portal from your computer or a different mobile device, enter your existing email/username and password, click "Sign In", and skip to step 4.

   If you've never registered, click on "Create Account". You will be prompted to search for your sponsor. Search for and select "SimplePay Health". Then follow the prompts to enter the information to create your account and sign in.
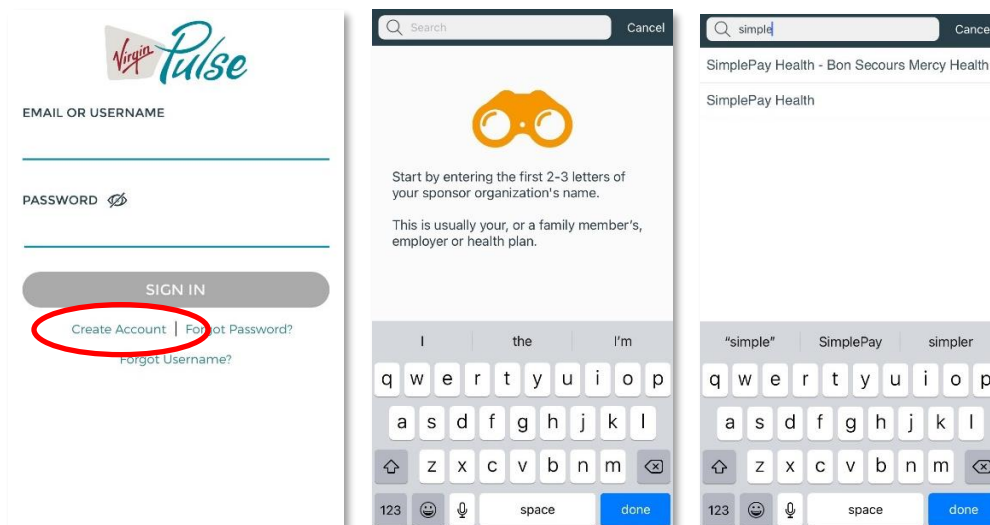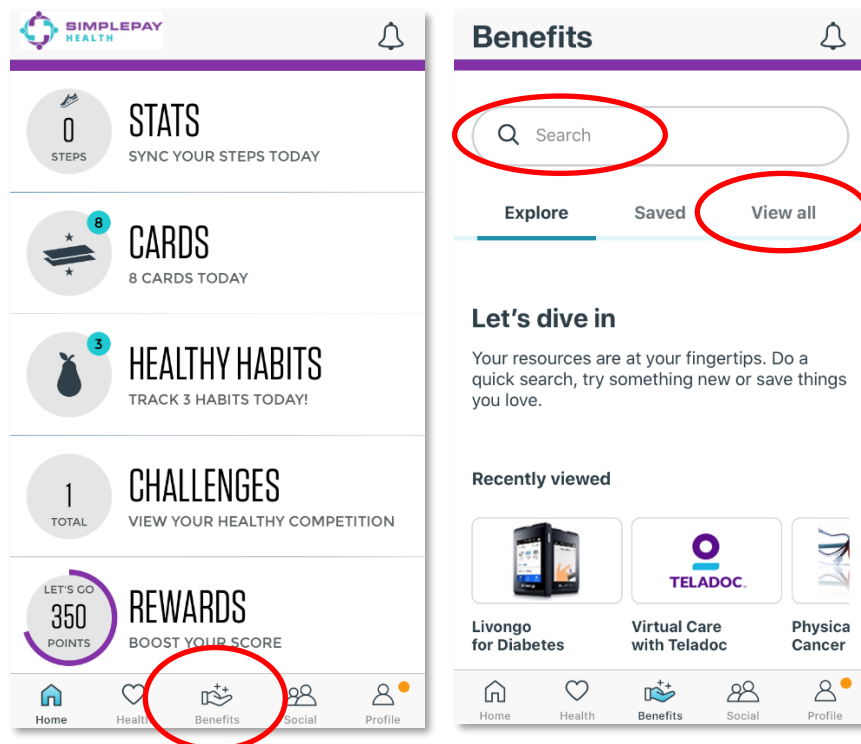
SIMPLEPAY
HEALTH

4. Upon first login to the app, you will be prompted with a few options – connecting an activity tracker, connecting to Apple Health, turning on daily healthy routine reminders, updating the app icon to the SimplePay icon. Setup any of these now or later from your Profile > Devices & Apps or Profile > Settings.

Ready to connect an activity tracker?

I'm Ready!

Not Yet

Your iPhone can track steps and more with Apple Health. Want to set it up?

Continue

Not Now

Virgin Pulse
Hi Rachel! Did you take the stairs today?

Want daily reminders to help build your routine?

Yes, Please!

No, Thanks

Your company uses an app icon that's branded. Want to switch to this icon?

Yes, let's do it!

No, Thanks

5. Now you'll be on the SimplePay Health/Virgin Pulse portal Home screen. The main SimplePay Health plan tools and resources are located in the Benefits domain of the portal. "Benefits" is located in the center of the bottom navigation bar of the app. Search for the benefit you're looking for in the search bar, or "View all" to scroll through all the benefits information available to you. You can also save benefits you'll come back to often in your "Saved" list.
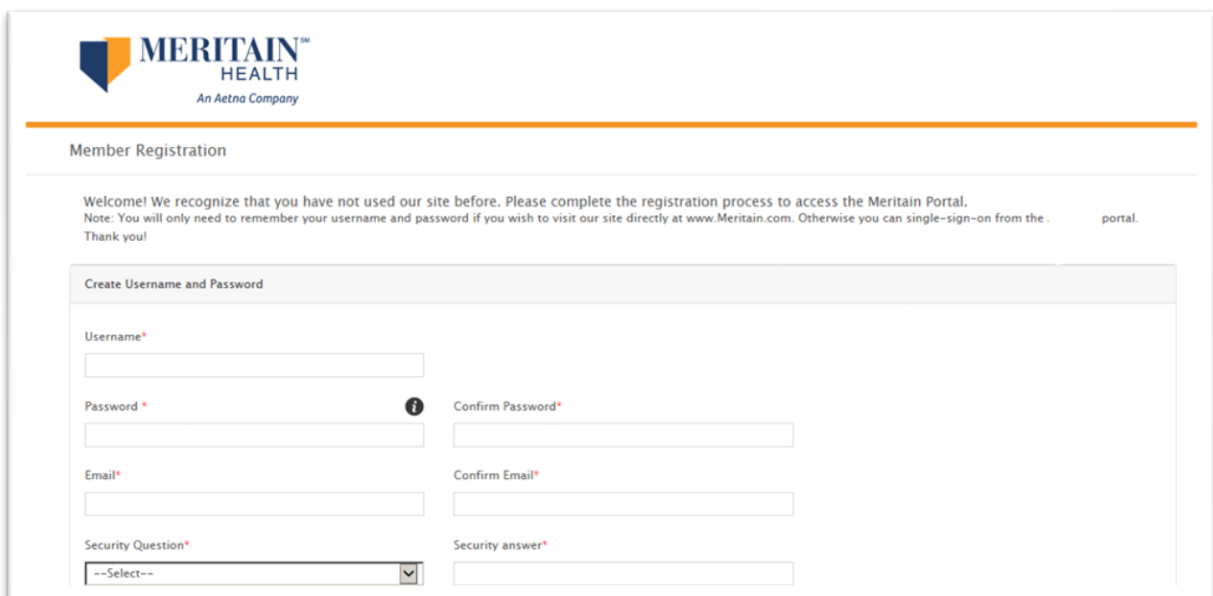

SIMPLEPAY
HEALTH

STATS
0 STEPS
SYNC YOUR STEPS TODAY

CARDS
8
8 CARDS TODAY

HEALTHY HABITS
3
TRACK 3 HABITS TODAY!

CHALLENGES
1 TOTAL
VIEW YOUR HEALTHY COMPETITION

REWARDS
LET'S GO 350 POINTS
BOOST YOUR SCORE

Home Health Benefits Social Profile

Benefits

Q Search

Explore   Saved   View all

Let's dive in

Your resources are at your fingertips. Do a quick search, try something new or save things you love.

Recently viewed

Livongo for Diabetes

TELADOC.
Virtual Care with Teladoc

Physica Cancer

Home Health Benefits Social Profile

Navigation Hints:

1. **To view, print, or request your SimplePay Health ID card:** From the Benefits page, use the search bar or scroll the "View all" list to find and tap on "Member ID Card", and then tap on "Start Now".

Search or *View all* *Start Now*
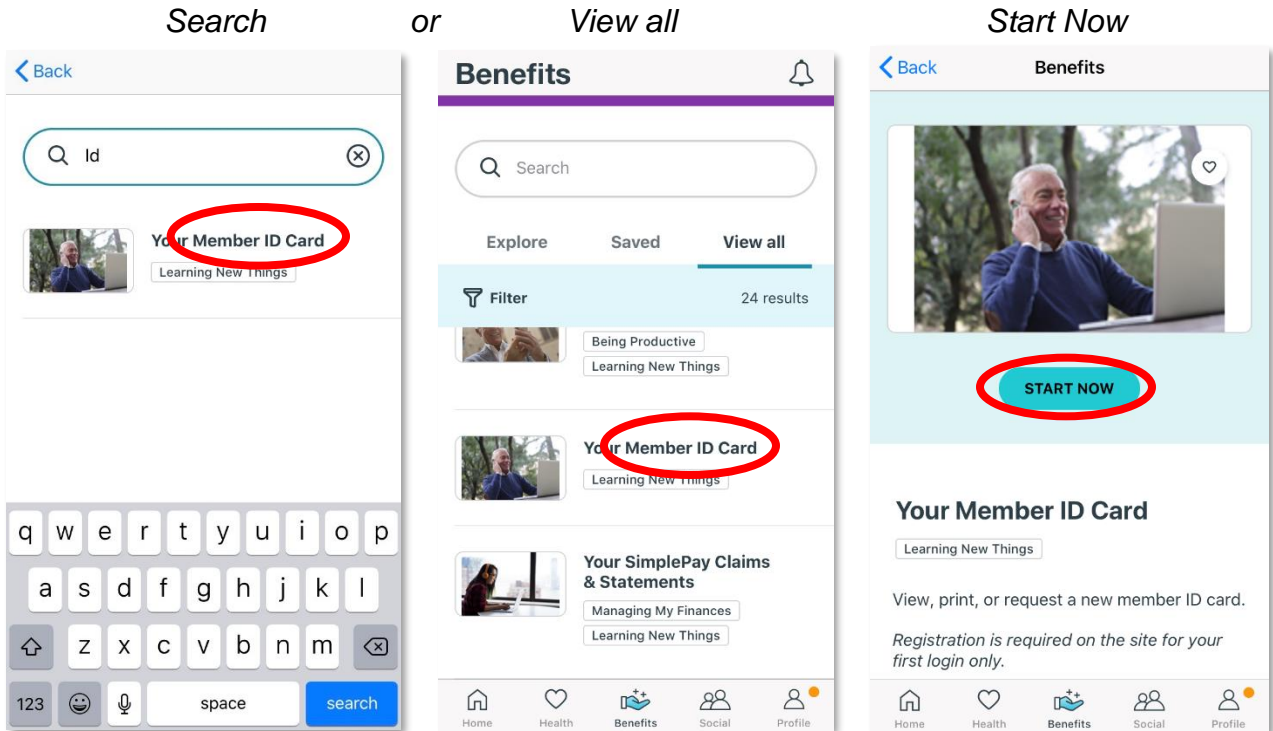
Please note, you will be required by the Meritain site to first complete a brief registration process when accessing your member ID card page for the first time. This will only be required one time, as the portal will automatically connect you thereafter.

![SIMPLEPAY HEALTH logo]

ID Card

Front View

MERITAIN HEALTH

Customer Service and Eligibility Inquiries
800.808.4808
www.MERITAIN.com

Member
Steel Warehouse
Group #: 12721
Member: WILLIAM D FLEUTER
Member ID: 8196288456
Division: C03

Medical Plan
Coverage: Employee + Spouse
Network by aetna
Network: Open Choice/PPO

Dental/ Vision Plans
Dental Plan:
Coverage: Employee + Spouse
Vision Plan:
Coverage: Employee + Spouse

Pharmacy Plan
SCRIP WORLD
RXBIN: 004336
RXPCN: ADV
RXGRP: RX2738

Back View

Claims Submission
Mail ALL Claims & Correspondence to:
Meritain Health
PO Box 853921
Richardson TX 75085-3921
EDI: WebMD/Emdeon 41124 or
McKesson/Relay Health 1761

NY Electing

Aetna participating Doctors and Hospitals
are independent providers and are
neither agents nor employees of Aetna.

Contact 800.343.3140 for assistance in
locating an In-Network Provider.

Eligibility
Call 800.808.4008 or visit
www.MERITAIN.com for inquiries
regarding eligibility, claims and plan
benefits.

Procertification
For Precertification call: 800.242.1199. Failure
to comply with your plan's precertification
requirements may result in a reduction of
benefits.

For 24/7 access to a doctor call
1.800 TELADOC or visit www.teladoc.com

TELADOC.   First Health Network

Printed   20171208   INDEX #: 609

Please choose how you would like to receive the ID Card

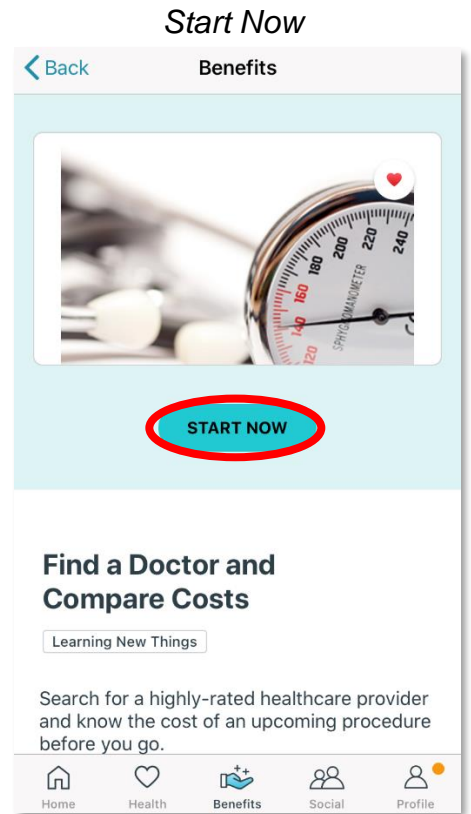[@ Email]   [⬇ Download and Print PDF]   [✈ Order by Mail]   [🖨 Fax]
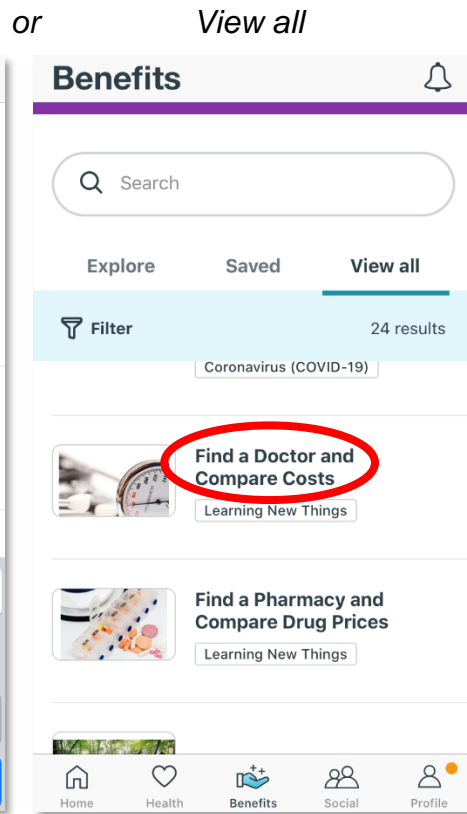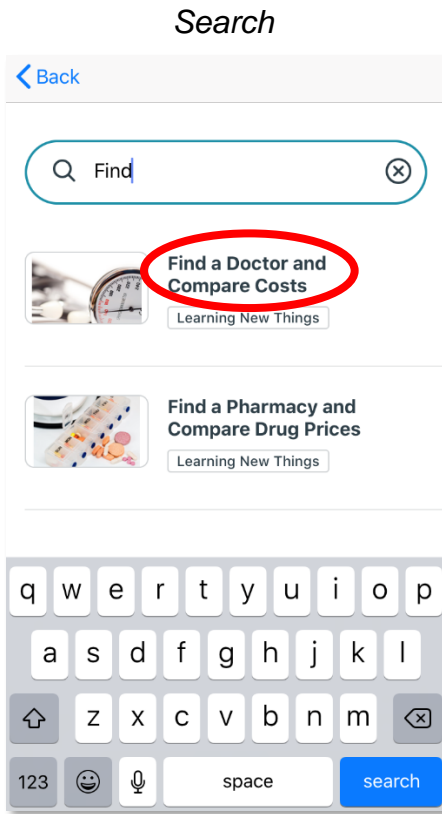
Email ID Card
Enter Email Address *
member135@mer.com

Disclaimer
⚠ This information is being provided to you as an informational tool and is not a guarantee of benefits. All plan terms and conditions must be met to continue plan eligibility.

☐ I Accept *

2. To find a doctor: From the Benefits page, use the search bar or scroll the "View all" list to find and tap on "Find a Doctor and Compare Costs", and then tap on "Start Now". In the search tool, if prompted, choose "Procedure Cost". Otherwise, start by selecting the family member you're doing the search for.

Search   *or*   *View all*   *Start Now*

Back

🔍 Find ⊗

Find a Doctor and Compare Costs
Learning New Things

Find a Pharmacy and Compare Drug Prices
Learning New Things

q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫
123 😀 🎤 space search

Benefits 🔔

🔍 Search

Explore   Saved   **View all**

▽ Filter   24 results

Coronavirus (COVID-19)

Find a Doctor and Compare Costs
Learning New Things

Find a Pharmacy and Compare Drug Prices
Learning New Things

Home   Health   Benefits   Social   Profile

Back   **Benefits**

❤️

START NOW

Find a Doctor and Compare Costs

Learning New Things

Search for a highly-rated healthcare provider and know the cost of an upcoming procedure before you go.

Home   Health   Benefits   Social   Profile

SIMPLEPAY HEALTH

We need a little info to get started

Select a family member ▾

Next ›

Contact your Health Pro ?

What service are you curious about?

Search for a Procedure
Office visit

Office Visit for Established Patient: Extended

Office Visit for Established Patient: Intense

Office Visit for Established Patient: Limited

Office Visit for Established Patient: Normal

Office Visit for Established Patient: Simple

SIMPLEPAY HEALTH

What type of doctor are you looking for?

Select a specialty

Family Practice

Gastroenterology

General Oncology

General Practice-Specialist Only

General Preventive Medicine

SIMPLEPAY HEALTH

What area do you prefer?

Search for a location

75251

Dallas, TX 75251, USA

‹ Previous   Next ›

Contact your Health Pro ⑦

Close

SIMPLEPAY HEALTH

LIST   MAP

ⓘ ▲ Recommended Results ▾ ☰

Search Tip:
I've got recommendations for family practice physicians! Your Health Pro is happy to help if these don't meet your needs or you would like some other options.

Dismiss

Contact your Health Pro ⑦

Close

SIMPLEPAY HEALTH

‹   LIST   MAP   ›

ⓘ ▲ Recommended Results ▾ ☰

3. To find a pharmacy tier: From the Benefits page, use the search bar or scroll the "View all" list to find and tap on "Find a Pharmacy and Compare Drug Prices", and then tap on "Start Now". From the three-line menu on the top-right, select "Pharmacy Finder" or "Pharmacy and Drug Finder".
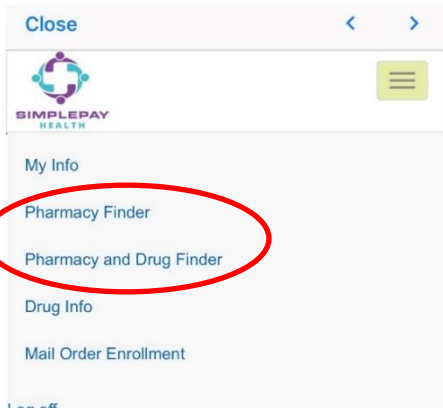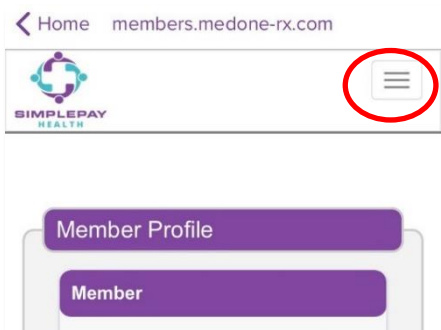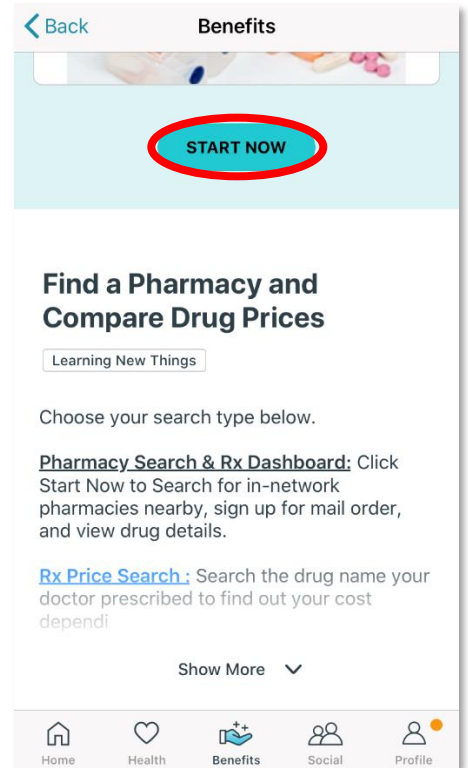
Search   or   *View all*   *Start Now*

Drug Tier
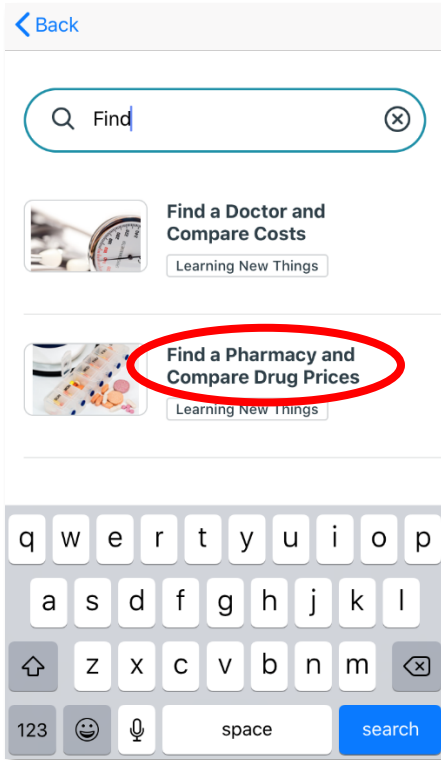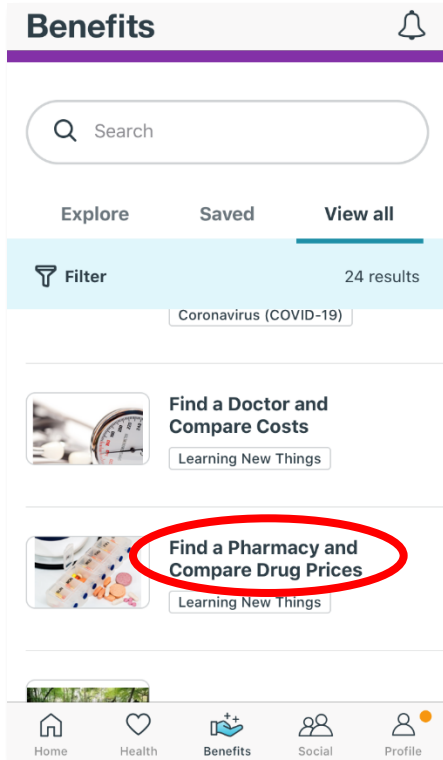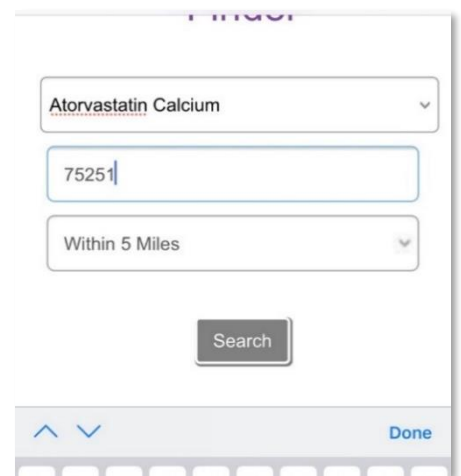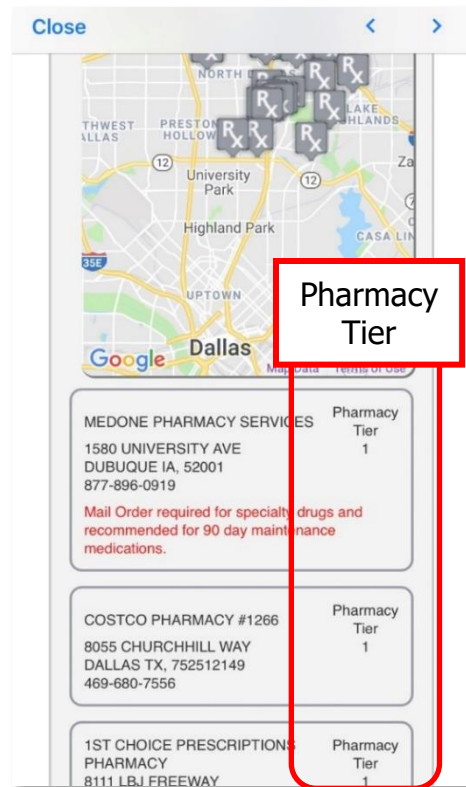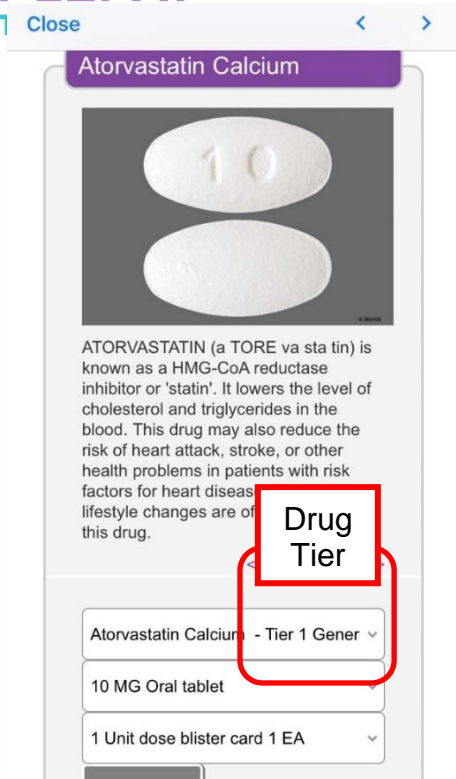
Pharmacy Tier

To find the cost of a drug based on your pharmacy tier selection: From the Benefits page, use the search bar or scroll the "View all" list to find and tap on "Find a Pharmacy and Compare Drug Prices", then tap the "Rx Price Search" link. Enter the name of the medication you wish to search in the search bar under the "Prescription Drug Price Lookup" tool.

Search   *or*   *View all*

SIMPLEPAY
HEALTH
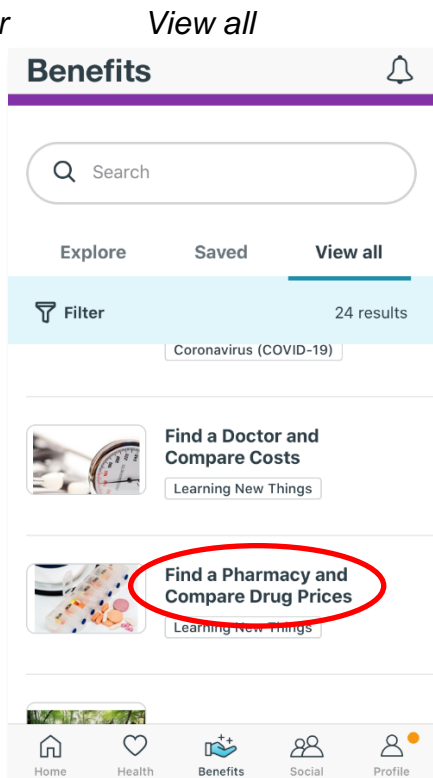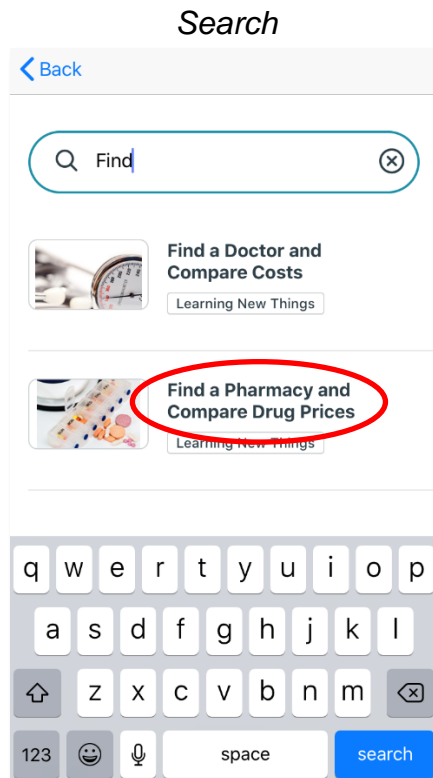
< Back   **Benefits**

START NOW

Find a Pharmacy and Compare Drug Prices

Learning New Things

Choose your search type below.

Pharmacy Search & Rx Dashboard: Click Start Now to Search for in-network pharmacies nearby, sign up for mail order, and view drug details.

Rx Price Search : Search the drug name your doctor prescribed to find out your cost depend...

Show More ⌄

Home   Health   Benefits   Social   Profile

SIMPLEPAY
HEALTH

Prescription Drug Price Lookup

Want to know the cost of filling your prescription? In the search bar below, type and select the drug name that your doctor prescribed to find out your cost depending on the pharmacy you choose. Remember, you pay nothing to an in-network pharmacy for covered drugs – your pharmacy charges will be included on your monthly SimplePay statement.
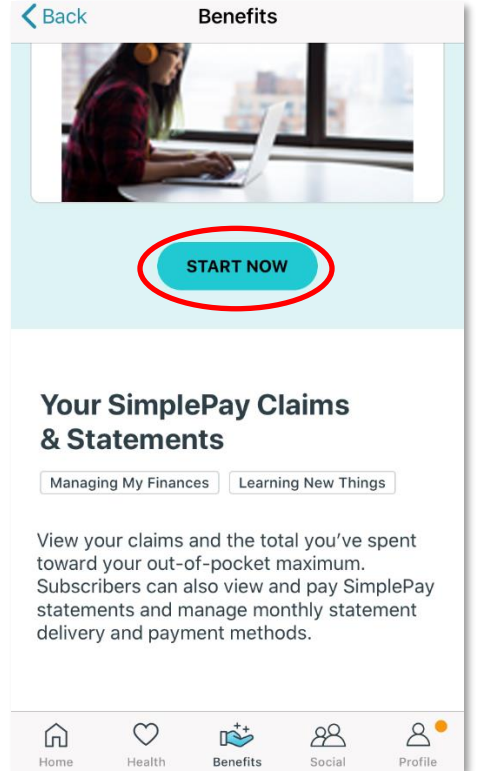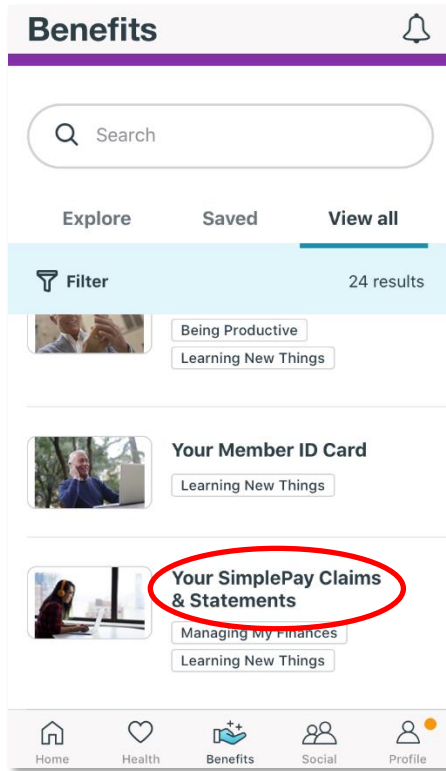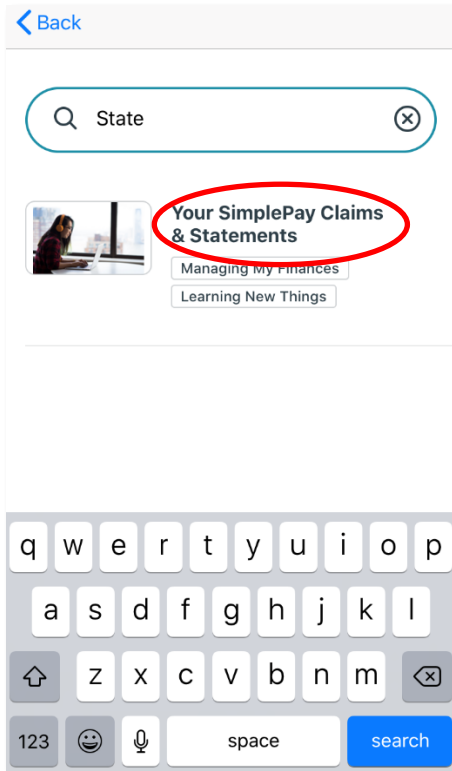
Name of product to search

4. To view and pay your SimplePay Health statements: From the Benefits page, search or scroll "View all" to find and tap on "Claims & Statements", then tap "Start Now".

Search   *or*   *View all*   *Start Now*

‹ Back

🔍 State   ⊗

Your SimplePay Claims & Statements
Managing My Finances
Learning New Things

q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫
123 😊 🎤 space search

Benefits 🔔

🔍 Search

Explore   Saved   **View all**

▽ Filter   24 results

Being Productive
Learning New Things

Your Member ID Card
Learning New Things

Your SimplePay Claims & Statements
Managing My Finances
Learning New Things

🏠 Home   ♡ Health   Benefits   👥 Social   👤 Profile

‹ Back   **Benefits**

START NOW

Your SimplePay Claims & Statements

Managing My Finances   Learning New Things

View your claims and the total you've spent toward your out-of-pocket maximum. Subscribers can also view and pay SimplePay statements and manage monthly statement delivery and payment methods.

🏠 Home   ♡ Health   Benefits   👥 Social   👤 Profile

SIMPLEPAY
HEALTH

Your Simplepay Claims & Statements Close

SIMPLEPAY HEALTH   Logout

Member

Previous Balance	$0.00
Payments	$0.00
Current Monthly Charges	$0.00
Fees	$0.00
Your New Balance	$0.00	**Pay Now**

View your current account balance details

Make a Payment

ℹ Family Out-Of-Pocket Maximum
$0.00 of $13,100.00 Spent

ℹ Individual Out-Of-Pocket Maximum
$0.00 of $6,550.00 Spent

View your and your family's current out-of-pocket maximum accumulations this year.

Displaying last 30 days of claims history

Medical Claims

Patient	Date of Service	Claim Number	Provider	Service Description	Total Cost of Care	Your Plan Paid	Your SimplePay Amount
				No claims history found			

Pharmacy Claims

Patient	Date of Service	Claim Number	Provider	Service Description	Total Cost of Care	Your Plan Paid	Your SimplePay Amount
				No claims history found			

View your and your family's last 30 days of claims.

‹ ›

![SimplePay Health logo]

Your Simplepay Claims & Statements Close

Logout

≡
⊞ Dashboard
Make a Payment
🏛 Payment Accounts
↺ Claims History
Payment History
📄 E-Documents
⚙ Profile & Settings ▾

Member

Previous Balance	$0.00	
Payments	$0.00	
Current Monthly Charges	$0.00	
Fees	$0.00	
Your New Balance	$0.00	Pay Now

ⓘ **Family Out-Of-Pocket Maximum**
$0.00 of $13,100.00 Spent

ⓘ **Individual Out-Of-Pocket Maximum**
$0.00 of $6,550.00 Spent

Displaying last 30 days of claims history

Medical Claims

Patient	Date of Service	Claim Number	Provider	Service Description	Total Cost of Care	Your Plan Paid	Your SimplePay Amount
				No claims history found			

Pharmacy Claims

Patient	Date of Service	Claim Number	Provider	Service Description	Total Cost of Care	Your Plan Paid	Your SimplePay Amount
				No claims history found			

‹ ›

Full menu to navigate to:

- Make a Payment

- Payment Accounts (your saved accounts)

- Claims History

- Payment History

- E-Documents (view/download your SimplePay Health statements)

- Profile & Settings for statements (notification settings such as going paperless, turning on/off certain alerts)