



# Meritain Health® Member Website

A fresh way to connect to your benefits plan

Did you know you can find a variety of health care tools and resources at [www.meritain.com](http://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](http://meritain.com), you can:

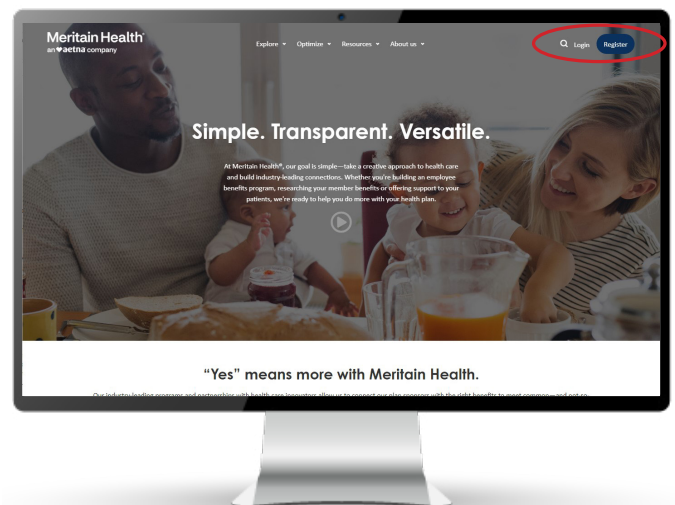
- Check your benefits and eligibility.
- Find the status of claims.
- View your Explanations of Benefits (EOBs).
- Review your benefit plan document.
- View deductibles and out-of-pocket limits.
- Access your ID card.

## Access is as easy as 1–2–3

If you already have an account, you can simply log in. But 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 digits of your Social Security number (SSN) 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.

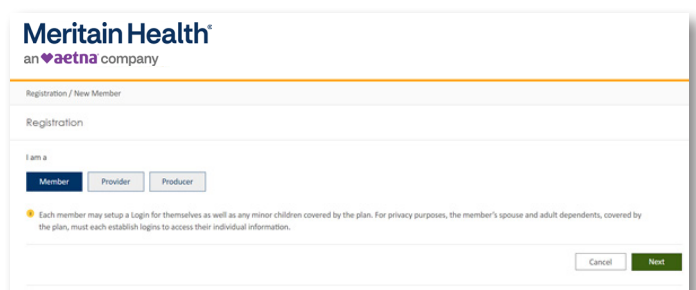
### Step 1

Scan the QR code below and click on the link to register or visit [www.meritain.com](http://www.meritain.com) and click *Register*.



### Step 2

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

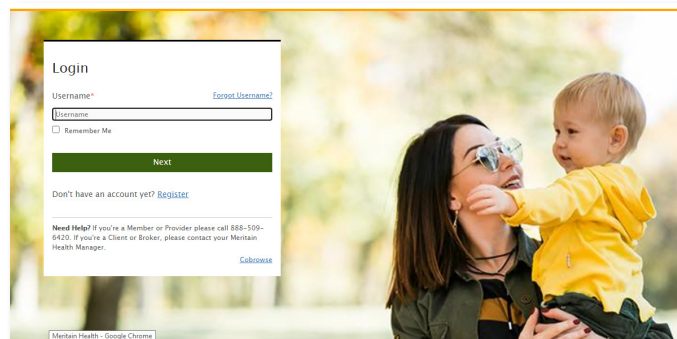
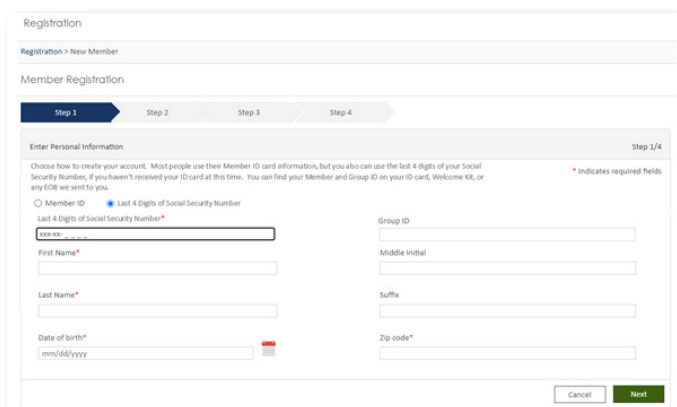


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### Step 3

Register with your member ID number or the last four digits of your SSN. You'll need to enter the following information, then select *Submit*:

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



Then, 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.

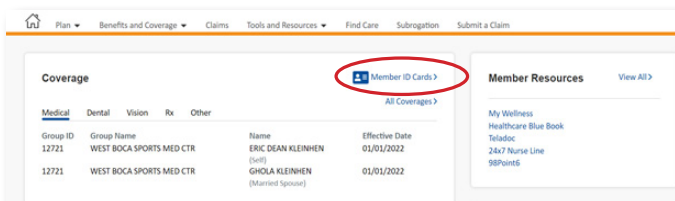
### What you'll find at [www.meritain.com](http://www.meritain.com)

You can easily navigate our website by clicking the icons on the homepage or using the top banner to explore the following functions.

Click *Home* whenever you'd like to return to the homepage.

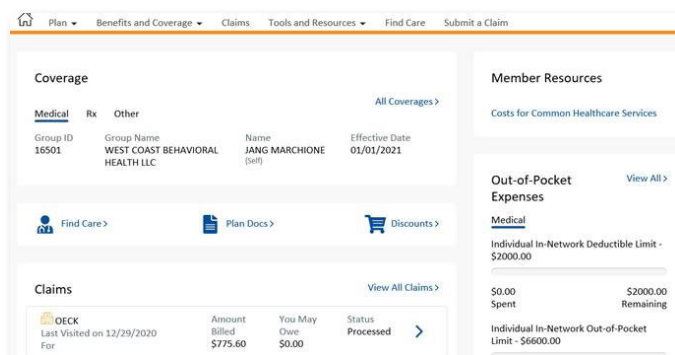
### Member ID card

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! You can also download a copy of your digital ID card.



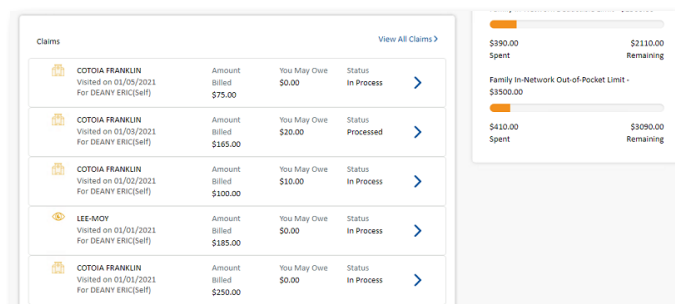
### Health care plan overview

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



### Claim information

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



Claimant	Visited on	Amount Billed	You May Owe	Status
COTOIA FRANKLIN	01/05/2021	\$75.00	\$0.00	In Process
COTOIA FRANKLIN	01/03/2021	\$165.00	\$20.00	Processed
COTOIA FRANKLIN	01/02/2021	\$100.00	\$10.00	In Process
LEE-ANDY	01/01/2021	\$185.00	\$0.00	In Process
COTOIA FRANKLIN	01/01/2021	\$250.00	\$0.00	In Process

## Other features

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

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

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.

## Important information about the member website

### Spouses and dependents

Per 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, simply enter your established username and password in the login box.

### Incorrect login

If you receive an incorrect login message, you can click *Home* to return to the homepage and try again.



### Website support

If you forget your username or password we're here to help. You can contact customer service at the number on the back of your ID card.

**Questions? Just give us Meritain Health Customer Service a call at the number on your ID card.**

### Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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