

Important Enhancements From Meritain Health

Accurate and efficient service is our goal for you as a valued Meritain Health member. To continue to meet – and exceed – the healthcare needs of you and your family, we are upgrading our benefits systems and adding new and enhanced features to your Meritain Health experience. Over the coming weeks, you will notice some important improvements that will help improve the way you access your healthcare benefits.

With our system enhancements, you will experience:

- **Easier-to-use, attractive new ID Cards.**
- **The option to “go green” with paperless correspondence.**
- **New customer service number with interactive voice response (IVR).**

The IVR system provides these significant new features without waiting to talk to a customer service representative:

- You and your providers will have access to claims information 24 hours a day, seven days a week.
- You will be able to obtain and/or confirm your eligibility information.
- You will have the ability to request additional ID Cards when needed.
- You will have the ability to request plan documents and confirm your plan benefits.
- You will experience quick and hassle-free customer service.

You are just one key-stroke away from a representative during business hours!

As a guide, enclosed you will find information regarding:

1. Member portal information, www.myMERITAIN.com.
2. Your new member ID Card, which you will be receiving in a separate mailing.

We will continue to communicate information that you need to know about the enhancements we are making to your Meritain Health service experience. If you have any questions, please contact Meritain Health customer service at the number listed on your ID Card.



On Your Mark, Get Set, Go Meritain!

Did you know?

You have access to a variety of online tools and resources through www.myMERITAIN.com!

What you'll find at myMERITAIN.com:

At myMERITAIN.com, you have 24-hour access to a number of tools and resources that can help you manage your health benefits. Below are a few of the tools available at myMERITAIN.com:

- Verify eligibility and benefits
- Find the status of claims
- View your Explanation of Benefits (EOB)
- Review your benefit plan document in its entirety

Access to myMERITAIN.com is as easy as 1-2-3-4!

Step 1:

Open your web browser and go to www.myMERITAIN.com.

Step 2:

Register your account. Click 'Create a new user account'.

Your spouse and dependents over the age of 18 will need to create their own accounts. Please see the reverse side of this flyer for more information.

Step 3:

Enter your group ID number. You can find this information on your new member ID Card, which you will be receiving in a separate mailing.

You will need to fill in your:

- Member ID (You will be able to find this on your new member ID Card).
- Date of birth
- First and last name of employee, spouse or dependent
- Zip code
- Group number
- Personal e-mail address
- Member type (employee or dependent)

Your group number and member ID can be found on your Meritain Health ID Card.

Step 4:

Set up your username and password and you're done!

Regarding your myMERITAIN account.

While we are enhancing our system you will continue to have access to your current myMERITAIN online account.

Once the enhancement process has been completed, you will be re-directed to the new member website. At that time, you will need to re-register with the information from your new ID Card.

Regarding your online pharmacy account.

If you receive an error message when trying to access your online pharmacy account with your old login information you may need to re-register your pharmacy benefits account. Please use your new ID card information.

Your prescription history will be available once you re-register.

Register today!



www.myMERITAIN.com

Spouses and Dependents.

Per the HIPAA Privacy Regulations, spouses and dependents over age 18 have partially protected healthcare information. To access their information, they will need to register for their myMERITAIN account using the first three steps.

Financial information can be viewed for all dependents, regardless of age.

Returning User Login.

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

Incorrect Login.

Click 'Home' to return to the homepage and try again if you receive an incorrect login message.

Website Assistance.

If you need assistance with the login process or forgot your username or password, e-mail webmaster@meritain.com or contact customer service using the phone number printed on your ID Card.

Website Options.

Click the name of the function in the left navigation frame to access the functions below. Click 'Home' to return to the welcome page.

Account Manager

Click 'Account Manager' to change your password or to store your e-mail address.

Benefits at a Glance

Click 'Benefits at a Glance' to view and print your demographic information, list of dependents and benefit elections for the current or prior plan year(s).

Claims History

Click 'Claims History' to view your claims. Claim statuses of received, in review, processed, or void are displayed. Click the highlighted claim number to view and print the Explanation of Benefits (EOB).

Verification of Benefits

Click 'Verification of Benefits' to display some of the key features regarding your benefit plan.

Plan Documents and Forms

Click on the link for 'Plan Documents and Forms' to view all aspects of your benefits plan.



Important Information About Your New ID Card

Soon you will be receiving new ID Cards.

Your member ID Card is important, and you should always carry it with you.

Your card provides access to your health benefits when you see physicians and other healthcare providers, when you fill prescriptions and when you are admitted to hospitals and other healthcare facilities.

The information on your ID Card.

Your ID Card contains the following information:

■ **Your ID number and group number.**

Your ID and group numbers appear on the front of your card. These numbers tell physicians, hospitals, pharmacists and other healthcare providers and facilities that you are eligible for medical benefits. They will use it to when they apply for reimbursement of covered healthcare expenses.

Your ID number also connects you to the information and tools on your member website. You will use it whenever you log onto myMERITAIN.com.

■ **Telephone numbers.**

There are several telephone numbers on the back of your ID Card:

- The number that providers call for benefits and eligibility information.
- The number you or your physicians call for pre-certification of hospital admissions.
- The number you call when you have benefit and claim questions.

Questions? Contact Meritain Health using the number for customer service on your ID Card.

Helpful tips:

- Destroy your old ID Card and begin using your new card immediately
- Continue to verify participation at www.myMERITAIN.com or by calling the phone number for Meritain Health Customer Service printed on your ID Card.
- Show your ID Card whenever you visit a healthcare provider.