



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.