



Meritain Health[®] Member Portal

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

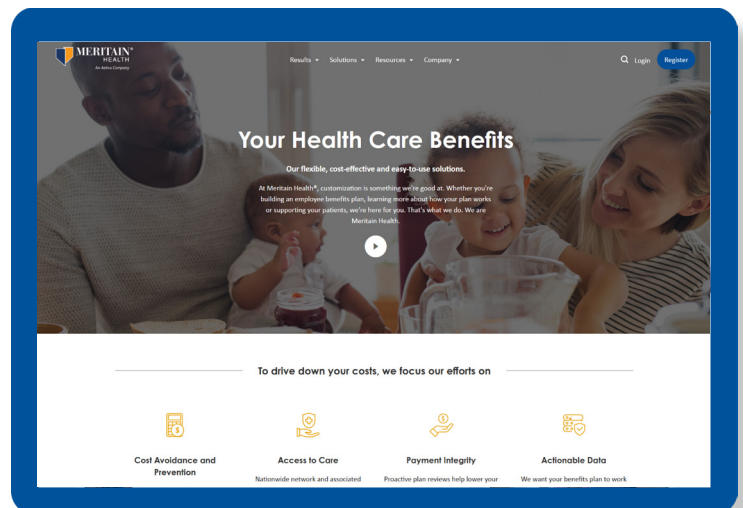
If you have an account, simply log in. If you're a new user, you'll need to register with these simple steps. When you're registering, you'll need your member ID and group ID from your ID card. (If you're new to the plan, you'll receive your ID card in the mail soon.)

Step 1

Go to www.meritain.com and click *Register*.

Step 2

Select *Member* under *I am a* and enter your group ID. Then, click *Continue*.



Step 3

You'll need to enter the following information, then select *Submit*:

- Member ID (located on your member ID card)
- Group ID (located on your member ID card)
- 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)

What you'll find at www.meritain.com

Simply click the name of each function in the top banner of the page to access the following options.

Click *Home* to return to the welcome page.

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.

The screenshot shows the Meritain Health member portal dashboard. At the top, there is a navigation bar with links for Plan, Benefits and Coverage, Claims, Tools and Resources, Find Care, and Submit a Claim. The main content area is divided into several sections: Coverage (Medical, Rx, Other), Member Resources (Costs for Common Healthcare Services), Out-of-Pocket Expenses (Medical, Individual In-Network Deductible Limit - \$2000.00), and Claims (OECK, Last Visited on 12/29/2020, Amount Billed \$775.60, You May Owe \$0.00, Status Processed). The Coverage section shows Group ID 16501, Group Name WEST COAST BEHAVIORAL HEALTH LLC, Name JANG MARCHIONE (Self), and Effective Date 01/01/2021. The Out-of-Pocket Expenses section shows Individual In-Network Deductible Limit - \$2000.00, \$0.00 Spent, and \$2000.00 Remaining. The Claims section shows a claim for OECK, Last Visited on 12/29/2020, Amount Billed \$775.60, You May Owe \$0.00, and Status Processed.

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.

The screenshot shows the Meritain Health member portal dashboard with a focus on the Claims section. The Claims section displays a list of claims with columns for Amount Billed, You May Owe, and Status. The claims listed are: COTOIA FRANKLIN (Visited on 01/09/2021, Amount Billed \$75.00, You May Owe \$0.00, Status In Process), COTOIA FRANKLIN (Visited on 01/09/2021, Amount Billed \$185.00, You May Owe \$20.00, Status Processed), COTOIA FRANKLIN (Visited on 01/02/2021, Amount Billed \$100.00, You May Owe \$10.00, Status In Process), LEE-ANDY (Visited on 01/01/2021, Amount Billed \$185.00, You May Owe \$0.00, Status In Process), and COTOIA FRANKLIN (Visited on 01/01/2021, Amount Billed \$290.00, You May Owe \$0.00, Status In Process). The Out-of-Pocket Expenses section shows Family In-Network Deductible Limit - \$2500.00, \$390.00 Spent, and \$2110.00 Remaining. The Family In-Network Out-of-Pocket Limit - \$3500.00, \$410.00 Spent, and \$3090.00 Remaining.

The screenshot shows the Meritain Health member portal registration form. The form is titled "Registration - New Member" and "Member Registration". It is a multi-step process, currently on Step 1: "Enter Personal Information". The form fields include: Member ID*, Group ID*, Your Group Number, First Name*, Middle Initial, Last Name*, Suffix, Date of birth* (mm/dd/yyyy), and Zip code*. There are "Cancel" and "Next" buttons at the bottom right. A note indicates that asterisks (*) denote required fields.

The screenshot shows the Meritain Health member portal login form. The form is titled "Login" and includes fields for Username* and Password*. There is a "Remember Me" checkbox and a "Next" button. A link for "Forgot Username?" is provided. Below the form, there is a link for "Don't have an account yet? Register". A "Need Help?" section provides contact information for members and providers. The background of the form features a photograph of a woman wearing sunglasses and holding a young child.

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.

Other features

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.

- **Communication Preferences**

You now have flexibility in how you receive information. You can use one email address for portal changes, such as username recovery and password changes or security settings in your member portal. You can also use a second email address (if preferred) for receiving electronic communications on your plan activity.

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

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



Important information about the member portal

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 home page 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.