



Meritain Health[®] Member Website

*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 can use the last four of your Social Security number 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.

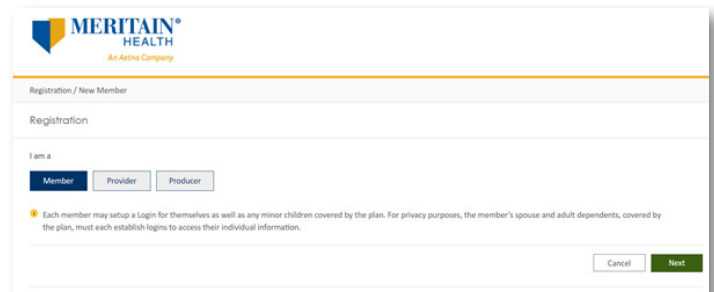
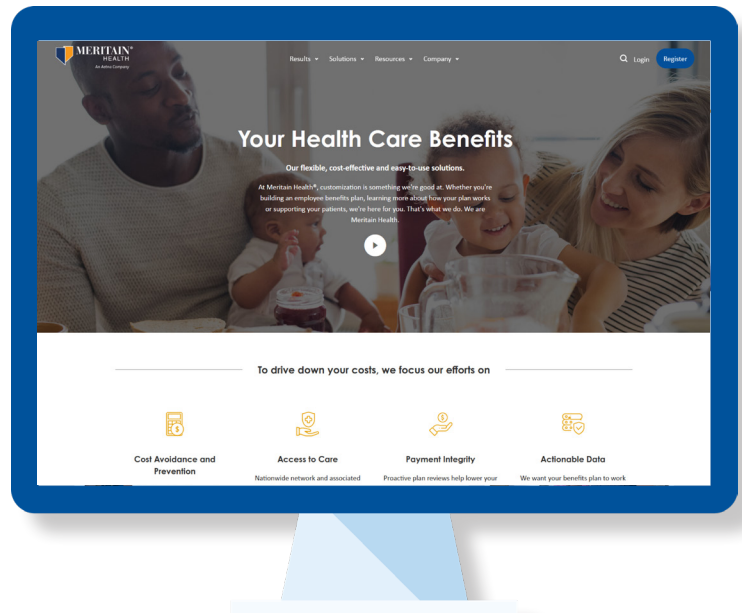
Step 1

Scan the QR code below and click on the link to register or visit www.meritain.com and click *Register*.



Step 2

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



Step 3

You can register with your member ID number or the last four digits of your Social Security number (SSN). You'll need to enter the following information, then select *Submit*:

- Member ID and group ID (located on your member ID card) or SSN
- 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)

Registration > New Member

Member Registration

Step 1 Step 2 Step 3 Step 4

Enter Personal Information Step 1/4

Choose how to create your account. Most people use their Member ID card information, but you also can use the last 4 digits of your Social Security Number, if you haven't received your ID card at this time. You can find your Member and Group ID on your ID card, Welcome Kit, or any EOB we sent to you. * indicates required fields

Member ID Last 4 Digits of Social Security Number

Last 4 Digits of Social Security Number*

Group ID

First Name*

Middle Initial

Last Name*

Suffix

Date of birth*

Zip code*

Cancel Next

Login

Username* Forgot Username?

Remember Me

Next

Don't have an account yet? [Register](#)

Need Help? If you're a Member or Provider please call 888-509-6420. If you're a Client or Broker, please contact your Meritain Health Manager. [Contact Us](#)

Meritain Health - Google Chrome

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.

What you'll find at www.meritain.com

You can easily navigate our website by clicking on the icons on the homepage or click the name of each function in the top banner of the page to access the following functions.

Click *Home* to return to the homepage.

You can also download a copy of your digital 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!

Plan Benefits and Coverage Claims Tools and Resources Find Care Subrogation Submit a Claim

Coverage

Member ID Cards >

Medical	Dental	Vision	Rx	Other
Group ID	Group Name	Name	Effective Date	
12721	WEST BOCA SPORTS MED CTR	ERIC DEAN KLEINHEN (Self)	01/01/2022	
12721	WEST BOCA SPORTS MED CTR	GHOLA KLEINHEN (Married Spouse)	01/01/2022	

Member Resources View All >

- My Wellness
- Healthcare Blue Book
- Toll-free: 24x7 Nurse Line
- 98Point5

Find Care® online directory

When you and your family need care, you can look for doctors and hospitals through your Value Based Plan. It's easy when you use the *Find Care* online directory. With up-to-date listings, you can search for providers by name, specialty, gender, hospital affiliations and more.

Plan Benefits and Coverage Claims Tools and Resources Find Care Submit a Claim

Coverage

Find Care >

Medical	Rx	Other	All Coverages >
Group ID	Group Name	Name	Effective Date
16501	WEST COAST BEHAVIORAL HEALTH LLC	JANG MARCHIONE (Self)	01/01/2021

Member Resources

Costs for Common Healthcare Services

Out-of-Pocket Expenses View All >

Medical

Individual In-Network Deductible Limit - \$2000.00

50.00 Spent \$2000.00 Remaining

Individual In-Network Out-of-Pocket Limit - \$6600.00

Claims View All Claims >

OECK	Amount Billed	You May Owe	Status
Last Visited on 12/29/2020 For	\$775.60	\$0.00	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.

Claims View All Claims >

COTIOA FRANKLIN	Amount Billed	You May Owe	Status
Visited on 01/09/2021 For DEANY ERIC(Self)	\$75.00	\$0.00	In Process
Visited on 01/09/2021 For DEANY ERIC(Self)	\$165.00	\$20.00	Processed
Visited on 01/02/2021 For DEANY ERIC(Self)	\$100.00	\$10.00	In Process

\$390.00 Spent \$2110.00 Remaining

Family In-Network Out-of-Pocket Limit - \$3300.00

\$410.00 Spent \$3090.00 Remaining

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.

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



Important information about the member website

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 homepage 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.