

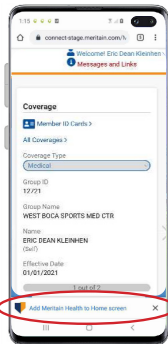


How to Access Your Mobile App

Android™ Phones

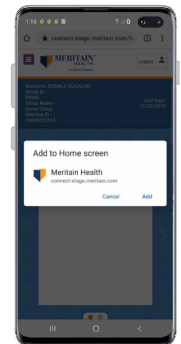
1

Once you log in to your member website through www.meritain.com, or by scanning the QR code, you'll be prompted with the pop-up message *Add Meritain Health® to Home Screen* at the bottom of the page. Click this message.



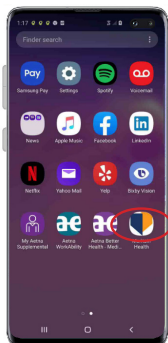
2

Then, click *Add* to add the app to your home screen.



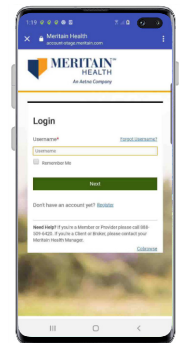
3

You should see the Meritain Health logo on your phone's home screen.



4

Now, simply launch the app from your home screen and log in.



What you'll need to submit a claim

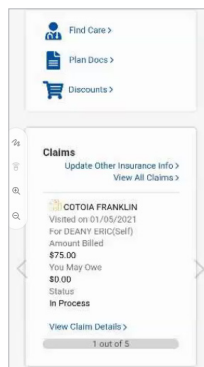
- Patient's information
- Provider's information including name, address where services were provided and Tax Identification Number (TIN)
- Detailed invoice including procedure (CPT) code or description of services and diagnosis code

Meritain Health®
an  **aetna** company

How to submit a claim online

1. After logging in to your Meritain Health account via the app, click on *Submit a Claim* at the top of the page.

Claims can be submitted for any covered member.



2. Select *General Medicine* under the *Claim Type* drop-down. Select *Illness*, or *Other Care* or *Injury*, depending on your claim. You will be guided to answer additional questions in order to complete the claim.

3. Next, you'll be asked to enter information about your provider.

- If you click *Yes* for a detailed invoice, there will be no additional questions and you'll be instructed to add the required documents. You can take a picture of your documentation and attach it.
- If you click *No* for a detailed invoice, you'll then be guided through additional required questions, starting with hospitalization.
- You can then electronically sign and submit the claim.

4. If there is no detailed invoice from the provider, you must complete the *Additional Information Page* to submit the claim.
 - Additional information includes diagnosis code, procedure code, service date, place of service and charges.
5. Lastly, you'll specify who will receive payment—you or the provider. If you select the provider, you'll need to provide the name and Tax Identification Number (TIN) of the provider to receive payment.
 - If selecting *Pay To Member*, proof of payment will need to be submitted as part of your documentation.

Questions?

Just give us a call at the number on the back of your ID card.

Simple. Transparent. Versatile.

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

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