

Save Time

Manage Your Benefits Online

It's important for you to understand your benefits so you can be an expert at managing your health. Since healthcare can be complex, we're here to help you simplify the process. You can save yourself time—and worries—by using our website.

Register for an online account today—it's simple

You can register for a secure account by going to www.meritain.com to sign up. Once your account is set up, you can access it 24 hours a day. If you're already registered, you can sign in with your username and password. It's quick and easy.

Have your information ready

If you're registering for a new account, just be sure to have your ID Card with you to make signing up easy. Remember, each member of your family can have an account, too.

What can I see on the website?

- View your eligibility and benefit information.
- Check the status of your claim(s).
- Locate a claims mailing address.
- Request an Explanation of Benefits (EOB).
- Find in-network doctors and hospitals.
- Order ID Cards.

Healthcare benefits information on the go

You have access to benefits information on the go—right from your smart phone and tablet. It's all part of the new Mobile Capabilities for members from Meritain Health. And it's easy to access and easy to use:

1. First, you'll need to register for your mobile account through www.meritain.com. (If you've already registered to access your personal information on myMERITAIN—you can skip this step. Simply log into myMERITAIN through the browser on your smart device to access your account.)*

2. From any mobile device, just log into myMERITAIN. Once you do, your mobile features will be ready to use. You'll find quick-to-navigate displays you can easily use with your device's touch screen.

You can rely on Meritain Health's Mobile Capabilities for members if:

- You need to quickly find a doctor or hospital in your network.
- You're not near a computer and need to know your deductible or out-of-pocket amounts.
- You need to make a healthcare purchase but don't know your FSA or HRA balance.**
- You want to research a claim or take a look at an Explanation of Benefits (EOB) statement on the go.
- You want to download and view (.pdf) a copy of your ID Card.

** For best results, we recommend you register for your mobile account using a desktop computer.*

***If applicable to your plan.*

Make the most of your time

Your time spent managing your health benefits is important to us. We are here to make it as easy as possible. You can take the first step and sign up for an online account at www.meritain.com. If you need help signing up for an account, just give us a call at the number on the back of your ID Card and a customer service agent can assist you.

Two ways to contact us

If you have questions or need more information, you can contact us online or by phone. To contact us by email, simply log into your myMERITAIN account and click on the *Contact Us* link along the bottom of your myMERITAIN homepage. A service request form will pop up. Simply enter the required information and hit *Submit Request*.

If you prefer to reach us by phone, just call Meritain Health Customer Service at the number on the back of your ID Card. You can use our automated phone system, or you can speak to a live representative who can help answer any questions.

