



Your Member Website

What you'll find on the Meritain Health® member website

Using the Meritain Health member website, you have 24-hour access to a number of tools and resources that can help you manage your health benefits. Below are a few things you can do on **meritain.com**:

- Verify eligibility and benefits coverage
- Find the status of claims
- Access your ID card (view, print or request new cards)
- Submit a claim for reimbursement directly to you
- View your Explanation of Benefits (EOB) documents
- Review your benefit plan documents in their entirety
- View deductibles and out-of-pocket limits
- Check Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) balances, if applicable
- Submit Coordination of Benefits (COB) information
- Update user demographic information
- Request Letter of Coverage (LOC)
- Prescription plan coverage
- Update account settings

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Access as easy as 1–2–3!

Step 1:

Open your web browser and go to www.meritain.com.

Step 2:

You'll need to register your account. Start by clicking *Register* and then clicking on the *Member tab*.

Your spouse and adult dependents will need to create their own accounts.

Step 3:

You'll need to fill in your:

- Group ID (you can find this on your ID card).
- Member ID (you can find this on your ID card, as well. You should enter it with no spaces or dashes).
- Date of birth.
- Name (as it appears on your ID card).
- ZIP code.

You will be prompted to enter an email address, create a username and password, and select a security question. Review the terms and conditions, and click *I agree to terms and conditions* and *Next*, or click *Cancel*.

The next time you log in, just use the same username and password from Step 3.

Did you know? You have access to a variety of online tools and resources through www.meritain.com!

Questions? Just give us Meritain Health Customer Service a call at the number on your ID card.

Simple. Transparent. Versatile.

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

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