

Your myMERITAIN Personalized Member Website

myMERITAIN Home | Meritain Health Home

myMERITAIN

Log In

Username:

Password:

Login

Create an account | **I Forgot my Username** | **I Forgot My Password**

Am I eligible? myMERITAIN personalized accounts are available to all members participating in the plan(s).
 Create a [new user account](#).

myMERITAIN

Logging on to myMERITAIN.com gives you direct, 24x7 access to your personal claims and account history, online dashboards, wellness information, and decision support tools. Register for an account today to take advantage of myMERITAIN!

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myMERITAIN Home | Meritain

Welcome Nicole! [Log Out](#)
 Last Login 5/26/2009

[Account Balance](#) | [Health Tools](#) | [Doctors And Hospitals](#) | [My Benefits](#) | [Cost Information](#) | [Claim Information](#)

myMERITAIN
 Welcome Nicole! What would you like to do?

View My Account Balance

- Account Summary

Access My Health Tools

- Access My Personal Health Dashboard
- Access My 24X7 Nurse Coach Directory
- Health And Wellness Links
- Prescription Drug Information

Find a Doctor or Hospital

- Find A Doctor Or Hospital In Your Network
- Compare Doctors
- Compare Hospitals

Learn About My Benefits

- Who Is Covered?
- My Prescription Plan
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card

Compare Cost Information

- Costs For Common Healthcare Services
- Estimate My Healthcare Costs

Review My Claim Information

- Claims In Process
- Claim History
- Explanation Of Benefits

Experience Survey

We're interested in your opinion!

After you have had the opportunity to experience our new and improved Member web site, please take a moment to fill out our quick survey.

Just click on the link below to get started. Thank you.

[myMERITAIN Experience Survey](#)

Your myMERITAIN Member Website

The myMERITAIN Member Website offers Members a user-friendly web experience, including account information and various other tools in a secure environment. The following documentation will help you to use the Member Website and all its features.

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Accessing the Member Website

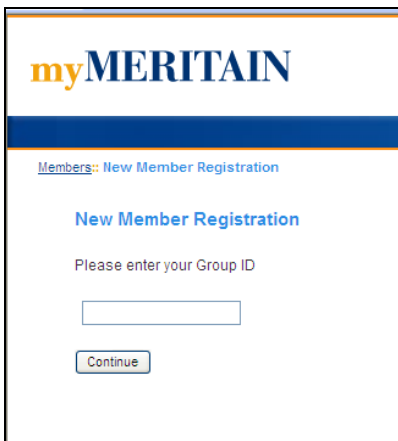
The Member Website is available via the Internet. Use the following steps to access the site.

1. Log into the Member Website from www.myMERITAIN.com. If you have accessed another Member Website in the past, you will be asked to re-register in the new and improved Member Website. Use the following steps to re-register.

Registration Process

If you are a first time user, click “Create a new user account” on the Create an Account tab.

The **New Member Registration** page will open.



2. Enter your Group ID, which can be found on your ID card and click **Continue**.

The Member Registration page will open.

Member Registration: step 1 of 6

Please fill out the below information and click on the Next button when finished. Please note that is helpful if you have your ID Card available when completing this information. Please also note that all fields are required, unless noted otherwise. Thank you.

Please enter the following information as it appears on your ID Card:

Member ID	<input type="text"/>
Group ID	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>

Please also enter the following details:

Address	<input type="text"/>
Address2 (Optional)	<input type="text"/>
City	<input type="text"/>
State	Select <input type="text"/>
Zip/Postal Code	<input type="text"/>
Country	United States <input type="text"/>
DOB	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>

3. Enter your *Member ID as it appears on your ID card* in the **Member Id** field.
4. Enter your group id as it appears on your ID card in the **Group ID** field.
5. Enter *your name* in the **First Name** and **Last Name** fields.
6. Enter *your address in the* **Address** and **Address2** (Optional) fields.
7. Enter *your city* in the **City** field.
8. Select *your state* from the **State** drop down box.
9. Enter your *zip code/postal code* in the **Zip/Postal Code** field.
10. Select *your country* from the **Country** drop down box.
11. Enter *your date of birth* in the **DOB** field.
12. Click the **Next** button to move on to step 2 of the Registration process. Clicking the **Cancel** button at any time during the registration process will prompt you to start from the beginning.

The second **Member Registration** page will display.

Member Registration: step 2 of 6

Please take a moment to confirm the information that you have entered. Click Next if correct.

Member ID	1234567890
Group ID	001
First Name	Test
Last Name	Demo
Address	1 Main Street
Address2 (Optional)	
City	Dallas
State	TX
Zip/Postal Code	12345
Country	USA
DOB	7/23/1950

13. Confirm that the information you have entered is correct.
14. Click the **Next** button to continue.

NOTE: If any information is incorrect, click the **Previous** button to go back and correct it.

The third **Member Registration** page will display.

Member Registration: step 3 of 6

Please confirm that you are :

Test User

By confirming that you are the above person, you are stating to be the authorized user of this account, and understand that the information provided herein is strictly confidential and cannot be viewed or modified by anyone other than the authorized user.

Yes, I am No, I am not

15. Read the confirmation statement and choose **Yes, I am** or **No, I am not**.

16. Click the **Next** button to continue.

The fourth **Member Registration** page will open.

Member Registration: step 4 of 6

Please create a Username and Password. Click Next when done.

Member Name Test User

Username

six character minimum; not case sensitive

Password

Please enter a password that contains 8-16 characters in total and has at least one uppercase letter (A, B, C...), at least one lowercase letter (a, b, c...), at least one number (1,2,3...), and at least one of the following symbols: (^~!@#\$\$%^&*()_+{}|[]\:'<>?.,/)

Confirm Password

E-mail Address

Please note that a unique e-mail address is required for each portal account.

Confirm E-mail Address

17. Create a username in the **Username** field.

18. Create a password in the **Password** field and re-enter your password in the **Confirm Password** field. Please be sure to create a Password that complies with the requirements listed on this page.

19. Enter your e-mail address in the **E-mail Address** field and re-enter your e-mail in the **Confirm E-mail Address** field

20. Click the **Next** button to continue

The fifth **Member Registration** page will open.

Member Registration: step 5 of 6

Please create a security question and answer. Click Next when done.

Security question

Security answer

21. Create a security question and answer in the **Security question** and **Security answer** fields.

NOTE: Please remember your Security answer you have created. You will need it in order to utilize the Forgot Username and Forgot Password functions.

The final **Member Registration** page, which provides the Terms and Conditions of the site, will open.

Member Registration: step 6 of 6

To complete the registration process, please read the terms and conditions below and if you are in acceptance of them, please select the I agree button at the bottom of this page and click Submit.

[Print this page](#)

TERMS and CONDITIONS

Meritain Health's member Web site is a free service to registered users of <http://www.MyMeritain.com>. PLEASE READ THE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE.

The following Terms and Conditions ("Terms and Conditions") govern your use of this Web site (the "Site"). The Site is an on-line information and communication service offered to assist you as a member of a plan administered by Meritain Health. By accessing, viewing, or using the information on the Site, you signify that you understand and agree to these Terms and Conditions and that it is the legal equivalent of a signed written contract between you and Meritain Health, Inc., its affiliates and subsidiaries ("Meritain Health"). If you do not agree to these Terms and Conditions, please exit this Site immediately.

The Terms and Conditions can be modified at any time by Meritain Health. The modification will be effective immediately without notice upon the posting of the Terms and Conditions to the Site or by otherwise notifying you of the modification. By agreeing to these Terms and Conditions you also agree to periodically check the Terms and Conditions so that you are aware of any modifications.

22. Please read the entire statement and choose **I Agree** or **I Disagree**, which appear at the bottom of the page.

I Agree I Disagree

23. Click the **Submit** button to complete your registration.

You will now be able to log in to the member portal.

Member Registration: Complete

Thank you, your registration is successful.

Log In

Username:

Password:

Logging In

1. From the **myMERITAIN** home page, enter your **Username** and **Password** in the section.

Log In

Username:

Password:

2. Click the **Login** button.

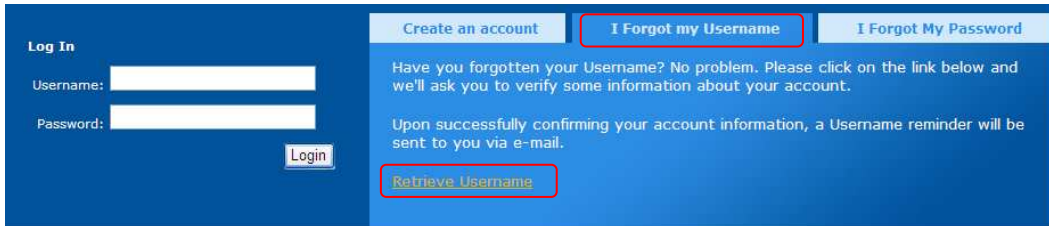
The **Member Website Home page** will open.

The screenshot shows the myMERITAIN Member Website Home page. The browser address bar displays "myMERITAIN - Members - Meritain Health". The page header includes the myMERITAIN logo and a navigation menu with links for Account Balance, Health Tools, Doctors and Hospitals, My Benefits, Cost Information, and Claim Information. A welcome message reads "Welcome, Katie! What would you like to do?" with a "Log Out" link. The main content area is divided into several sections: "View My Account Balance" (with a link to Account Summary), "Access My Health Tools" (with links to My Health Tools, Prescription Drug Information, and Health and Wellness Links), "Find a Doctor or Hospital" (with links to Find a Doctor or Hospital in Your Network and Compare Doctors and Hospitals), "Learn About My Benefits" (with links to Who is Covered?, My Health Plan Summary, Routine Child Care, and Adult Routine Physical Exams), "Compare Cost Information" (with a link to Costs for Common Healthcare Services), and "Review My Claim Information" (with a link to Claims in Process). On the right side, there are two summary boxes: "My HRA Balance" showing 0.00 as of 12/29/2006, and "My Health Savings" with a brief message about the online account.

Forgot Username

In the event that you don't have your username, use the following steps:

1. Click on the "I Forgot My Username" tab, and then click on "Retrieve Username."



The **Forgot Username** page will open.

Forgot username: step 1 of 3

Please enter your Member ID, Date of Birth, and E-mail Address below. Click Next when done.

Member ID	<input type="text"/>
DOB	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
E-mail Address	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Next >"/>	

2. Enter your *member id* in the **Member Id** field.
3. Enter your *birth date* in the **Date of Birth** field.
4. Enter your *e-mail address* in the **E-mail Address** field.
5. Click the **Next** button.

The second **Forgot Username** page will open.

Forgot username: step 2 of 3

Please input the answer to the following question and type the characters in the below picture in the second field below. Click Next when done.

Security Question	Favorite football team
Security Answer	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value=" < Previous"/> <input type="button" value=" Next >"/>	

6. Input your security answer in the **Security Answer** field

7. Input the characters that you see from the highlighted screen box in the **Type Characters** field.
8. Click the **Next** button.

The third **Forgot Username** page will open.

Forgot username: step 3 of 3

Please confirm that you are :

Test User

By confirming that you are the above person, you are stating to be the authorized user of this account, and understand that the information provided herein is strictly confidential and cannot be viewed or modified by anyone other than the authorized user.

Yes, I am No, I am not

9. Read the confirmation statement and choose **Yes, I am** or **No, I am not**.
10. Click the **Submit** button and the following page will appear informing you that your Username will be e-mailed to you.

Forgot username: complete

Please note that a Username reminder has been emailed to you.

[Click here](#) to go back home.

Forgot Password

In the event that you don't have your password, use the following steps:

1. Click on the "I Forgot My Password" tab, and then click on "Retrieve Password."



The screenshot shows a login interface with three tabs: "Create an account", "I Forgot my Username", and "I Forgot My Password". The "I Forgot My Password" tab is selected and highlighted with a red box. Below the tabs, there is a "Log In" section with input fields for "Username:" and "Password:", and a "Login" button. To the right, there is a message: "Have you forgotten your Password? No problem. Please click on the link below and we'll ask you to verify some information about your account." Below this message, there is a "Retrieve Password" link highlighted with a red box. At the bottom of the message area, there is a note: "Upon successfully confirming your account information, you'll be asked to create a new password."

The **Forgot Password** page will open.

Forgot password: step 1 of 5

Please enter your Member ID, Date of Birth, and E-mail Address below. Click Next when done.

Member ID	<input type="text"/>
DOB	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
E-mail Address	<input type="text"/>

2. Enter your *member id* in the **Member Id** field.
3. Enter your *birth date* in the **Date of Birth** field.
4. Enter your *e-mail address* in the **E-mail Address** field.
5. Click the **Next** button.

The second **Forgot Password** page will open.

Forgot password: step 2 of 5

Please enter your username

Username	<input type="text"/>
----------	----------------------

6. Enter your *username* in the **Username** field.
7. Click the **Next** button.

The third **Forgot Password** page will open.

Forgot password: step 3 of 5

Please input the answer to the following question and type the characters in the below picture in the second field below. Click Next when done.

Security Question	Favorite football team
Security Answer	<input type="text"/>

- Input your security answer in the **Security Answer** field
- Input the characters that you see from the highlighted screen box in the **Type Characters** field.
- Click the **Next** button.

The fourth **Forgot Password** page will open.

Forgot password: step 4 of 5

Please confirm that you are :

Test User

By confirming that you are the above person, you are stating to be the authorized user of this account, and understand that the information provided herein is strictly confidential and cannot be viewed or modified by anyone other than the authorized user.

Yes, I am No, I am not

- Read the confirmation statement and choose **Yes, I am** or **No, I am not**.

- Click the **Next** button.

The fourth **Forgot Password** page will open.

Forgot password: step 5 of 5

Please enter and confirm your new Password below. Click Next when done.

Password

Confirm Password

Please enter a password that contains 8-16 characters in total and has at least one uppercase letter (A, B, C...), at least one lowercase letter (a, b, c...), at least one number (1,2,3...), and at least one of the following symbols: (~!@#\$%^&*()_+{}|[]\';<>?,./)

- Enter a password in the **Password** field and re-enter your password in the **Confirm Password** field. Please be sure to create a Password that complies with the requirements listed on this page.

Forgot password: complete

Your password has been changed.

Authentication

Username:

Password:

A password complete page will appear, which allows for you to log-in with your Username and your changed password.

Using the Member Website

The Member Website offers members the ability to access Account Balances, Claim Information, Physician and Hospital lookups, Health Coverage, Drug and Rx Information and Health and Wellness Resources.

The **Member Website Home page** is designed to allow users easy access to all of the website's tools.



Quick links provide easy access to key site features

My HRA Balance and My Health Savings provide up-to-date

Please note that the Member Website features may vary depending on Member's access rights and plan designs.

Using the Quick Links

The Quick Links are available on the footer of every page within myMERITAIN:

- Home**
- User Documentation**
- Disclaimer**
- FAQ - Frequently Asked Questions**
- Privacy Statement**
- Terms and Conditions**
- Change User Information**
- Contact Us**
- Log Out**

Viewing User Documentation

The User Documentation function allows members access to documentation.

1. From the **Member Website Home** page, click the **User Documentation** link.



The **User Documentation** page will open.

[Print this page](#)

User Documentation

Attached below, please find a copy of our comprehensive Member Website User Reference Guide. This documentation will help you to use the Member Website and all its features.

 [Member Portal User Documentation Reference Guide](#)



You will need Adobe Acrobat Reader to access the Explanation of Benefits.

2. Click the [Member Portal User Documentation Reference Guide](#) link.

The documentation will open in a new window.

Using the Change User Information Function

The Change User Information function allows members to change their password, email address information and secret question.

Accessing the Change User Information Function

1. From the **Member Website Home** page, click the **Change User Information** link.

[Home](#) | [User Documentation](#) | [Disclaimer](#) | [FAQ](#) | [Privacy Statement](#) | [Terms And Conditions](#) | [Change User Information](#) | [Contact Us](#) | [Log Out](#)
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The **Change User Information** page will open.

Change User Information

Change Password	
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
Current Password	<input type="text"/>
Please enter a password that contains 8-16 characters in total and has at least one uppercase letter (A, B, C...), at least one lowercase letter (a, b, c...), at least one number (1,2,3...), and at least one of the following symbols: (~!@#\$%^&*()_+{ }[]\:";'<>?,./)	
<input type="button" value="Save >"/>	

Change Email Address	
Email Address	<input type="text" value="john.wayda@meritain.cor"/>
New Email Address	<input type="text"/>
Current Password	<input type="text"/>
<input type="button" value="Save >"/>	

Change Security Question and Answer	
Security Question	<input type="text"/>
Security Answer	<input type="text"/>
Current Password	<input type="text"/>
<input type="button" value="Save >"/>	

Changing Your Password

From the **Change User Information** page, use the following steps to change your password.

1. Enter your *current password* in the **Current Password** field.
2. Enter your *new password* in the **New Password** and **Confirm New Password** fields.
3. Click the **Save** button.

A message will display that says: **Your password has been updated.**

The new password will be active the next time you login.

Changing Your Email Information

From the **Change User Information** page, use the following steps to change your email address.

1. Enter your new email in the **New Email Address** field.
2. Click the **Save** button.

A message will display that says **Your email address has been saved.**

Changing Your Security Question

From the **Change User Information** page, use the following steps to change your security question.

1. Select a *question* from the **Security Question** dropdown.
2. Enter your *answer* in the **Security Answer** field.
3. Click the **Save** button.

A message will display that says **Your security answer has been saved.**

Viewing the Disclaimer

1. From the **Member Website Home** page, click the **Disclaimer** link.

[Home](#) | [User Documentation](#) | [Disclaimer](#) | [FAQ](#) | [Privacy Statement](#) | [Terms And Conditions](#) | [Change User Information](#) | [Contact Us](#) | [Log Out](#)
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The **Disclaimer** page will open.

The screenshot shows the top navigation bar with links: Account Balance, Health Tools, Doctors and Hospitals, My Benefits, Cost Information, and Claim Information. Below the navigation bar, there is a section titled "Members:: Quick Links:: Disclaimer". The main content area is titled "Disclaimer" and contains the following text: "Disclaimers for Member Web Portal", "Account Summary", "Claim status is updated nightly. Once your claim has been reviewed and posted for payment, it will be registered in your online Account Summary. Posting inclusive of all claims subject to funding by an FSA, HRA, HSA, Traditional or Member Responsibility as applicable within the Member's Plan.", "Coverage - Summary of Benefits, Well Child, Adult Preventive Care", and "Information is updated frequently to reflect any updates to your health plan. However, this summary is not intended for use as a legal document or guarantee. Validation of benefits is conducted at time of payment, based on the date of services incurred. Please refer to the Summary Plan Description for complete details of Members' benefits and eligibility."

Viewing the FAQ

2. From the **Member Website Home** page, click the **FAQ** link.

[Home](#) | [User Documentation](#) | [Disclaimer](#) | [FAQ](#) | [Privacy Statement](#) | [Terms And Conditions](#) | [Change User Information](#) | [Contact Us](#) | [Log Out](#)
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The **FAQ** page will open.

The screenshot shows the top navigation bar with links: Account Balance, Health Tools, Doctors And Hospitals, My Benefits, Cost Information, and Claim Inform. Below the navigation bar, there is a section titled "Frequently-asked questions". The main content area contains the following text: "Do you have a question about this Web site or your benefits? You're in the right place. If you don't find the answer, you can call the number on the back of your ID card." Below this text, there is a section titled "Claims &accounts" with a list of links: "How do I file a claim?", "What if I have a question about how a claim was processed?", "How can I verify all the claims paid for my family for the year?", "How can I get a copy of an Explanation of Benefits (EOB) or an Explanation of Payment (EOP)?", "I've already received my Explanation of Benefits (EOB) but my provider hasn't received payment yet. Why?", and "I'm enrolled in a HealthDirect HSA plan. How can I check my account balance?".

Using the Contact Us Function

If for any reason you need to contact Customer Service use the Contact Us link.

[Home](#) | [User Documentation](#) | [Disclaimer](#) | [FAQ](#) | [Privacy Statement](#) | [Terms And Conditions](#) | [Change User Information](#) | [Contact Us](#) | [Log Out](#)
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1. From the **Member Website Home** page, click the **Contact Us** link.

The **Contact Us** page will
op

Service Request

User Name	Test User
Member ID	1234567890
E-mail Address	xxxxx@xxxxx.xxx
Group ID	12345
Area of Concern	Account Summary
Request Details	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>

All email originating from Meritain Health may be encrypted in accordance with Protected Health Information (PHI) guidelines under the Health Insurance Portability and Accountability Act (HIPAA).

To release encrypted information please click on this attachment and follow directions to view encrypted.

2. Choose your Area of Concern from the drop down box.
3. Enter in the details of your concern in the Request Details section.
4. Click on the Submit Request button to send your request for review.

Privacy Statement and Terms and Conditions

Access to both the Privacy Statement and the Site's Terms and Conditions are always available and accessible for viewing and printing from their respective links at the bottom of the page.

[Home](#) | [User Documentation](#) | [Disclaimer](#) | [FAQ](#) | [Privacy Statement](#) | [Terms And Conditions](#) | [Change User Information](#) | [Contact Us](#) | [Log Out](#)
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Using the Account Balance Tool

The Account Balance function allows members to access up-to-date account balance information and provide access to websites that may provide them with useful information. (This option may vary based on your group's plan design.)

Accessing Your Account Summary

1. From the **Member Website Home** page, click the **Account Summary** link in the **View My Account Balance** section.

View My Account Balance

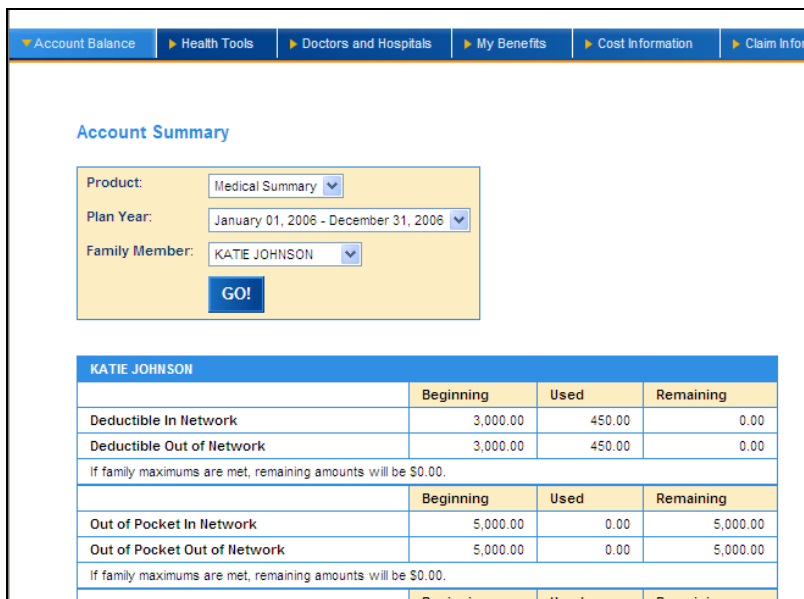
- [Account Summary](#)
- [Account Links](#)

OR

2. From the navigation bar, go to **Account Balance > Account Summary**.



The **Account Summary** page will open.



Account Summary

Product:

Plan Year:

Family Member:

KATIE JOHNSON			
	Beginning	Used	Remaining
Deductible In Network	3,000.00	450.00	0.00
Deductible Out of Network	3,000.00	450.00	0.00
If family maximums are met, remaining amounts will be \$0.00.			
	Beginning	Used	Remaining
Out of Pocket In Network	5,000.00	0.00	5,000.00
Out of Pocket Out of Network	5,000.00	0.00	5,000.00
If family maximums are met, remaining amounts will be \$0.00.			

Viewing Your Account Summary

From the Account Summary page select the following information:

1. Select the appropriate plan year from the **Plan Year** dropdown.

The screenshot shows the 'Account Summary' form with the following fields:

- Product:** Medical Summary
- Plan Year:** A dropdown menu is open, showing 'January 01, 2006 - December 31, 2006' as the selected option.
- Family Member:** A dropdown menu is open, showing 'January 01, 2006 - December 31, 2006' as the selected option.
- GO!** button

2. Select a *participant* or *All* from the **Family Member** dropdown.

NOTE: This step only applies to Members with dependents added to their plan.

The screenshot shows the 'Account Summary' form with the following fields:

- Product:** Medical Summary
- Plan Year:** January 01, 2006 - December 31, 2006
- Family Member:** A dropdown menu is open, showing 'KATIE JOHNSON', 'MADISON JOHNSON', 'PETER JOHNSON', 'KATIE JOHNSON', and 'ALL' as options. 'KATIE JOHNSON' is highlighted.
- KATIE JOHNSON** button

3. Click the **Go!** button.

The Account Summary for the year and participant chosen will display.

KATIE JOHNSON			
	Beginning	Used	Remaining
Deductible In Network	3,000.00	450.00	0.00
Deductible Out of Network	3,000.00	450.00	0.00
If family maximums are met, remaining amounts will be \$0.00.			
	Beginning	Used	Remaining
Out of Pocket In Network	5,000.00	0.00	5,000.00
Out of Pocket Out of Network	5,000.00	0.00	5,000.00
If family maximums are met, remaining amounts will be \$0.00.			
	Beginning	Used	Remaining
Health Reimbursement Account	1,500.00	1,500.00	0.00
	Beginning	Used	Remaining
Flexible Spending Account	5,000.00	1,825.00	3,175.00

Claim status is updated nightly. Once your claim has been reviewed and posted for payment, it will be registered in your online account. This information is not inclusive of all claims subject to funding by an FSA, HRA, HSA, Traditional or Member Responsibility as applicable within the plan.

The Account Summary displays the following information:

Beginning – beginning dollar amounts applied to account based on plan options chosen

Used – dollar amount that has been paid from the account as of today

Remaining – dollar amount remaining in the account

Deductible Information:

Deductible In-Network – the summary of dollars applied for the In-Network deductible

Deductible Out-of-Network – the summary of dollars applied to the Out-of-Network dollars

Out-of-Pocket Information:

Out-of-Pocket In-Network – the summary of dollars applied to the In-Network Out-of-Pocket requirement

Out-of-Pocket Out-of-Network – the summary of dollars applied to the Out-of-Network Out-of-Pocket requirement

HRA Information:

Health Reimbursement Account – the summary of dollars available and used for your HRA

FSA Information:

Flexible Spending Account – the summary of dollars available and used for your FSA

Accessing Your Account Links

1. From the **Member Website Home** page, click the **Account Links** link in the **View My Account Balance** section.

View My Account Balance

- [Account Summary](#)
- [Account Links](#)

OR

2. From the navigation bar, go to **Account Balance > Account Links**.



The **Account Links** page will open.

[Members](#) :: [Account Balance](#) :: [Account Links](#)

Account Links

[Click here to login to mybenny.com](#)

[Click here to login to Interactive Health Solutions](#)

Viewing Your Account Links

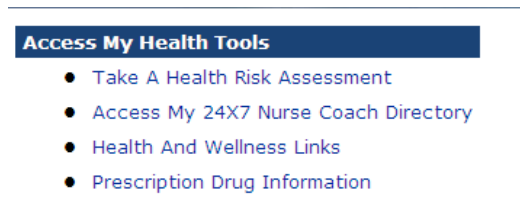
Click the link(s) provided to open a new window to the web site.

Using Access My Health Tools

With My Health Tools, members can take health risk appraisals, obtain information from an online health coach and look up other medical information.

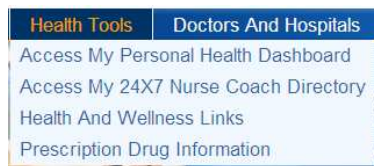
Accessing My Health Tools

1. From the **Member Website Home** page, click on the **Take A Health Risk Assessment** link located in the **Access My Health Tools** section.



OR

2. From the navigation bar, go to **Health Tools > Take A Health Risk Assessment**.



3. Click a link to open one of the Health Resource tools in a new window.

NOTE: The tools available on the My Health Resources page varies depending on the member's access rights and plan options.

Wellness Web Portal

The Wellness Web Portal provides links to Health Risk Appraisals, Health Coach, Diseases & Conditions and Healthy Lifestyles sites. These sites provide members access to personalized health options, based on their health interests and risks.

Members can research conditions, take health risk appraisals, personalize the site to meet their needs, create an online personal health record, manage a condition, find drug information and browse health topics.

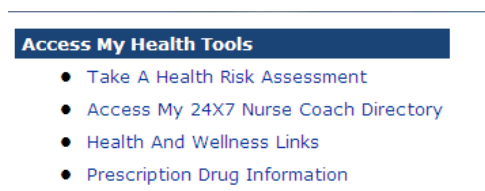
24/7 Nurse Coach

The 24/7 Nurse Coach tool provides the Nurse Hotline phone number and the directory to the Health Information Library.

Accessing Health and Wellness Links

The Health and Wellness Links tool provides you with additional online informational resources.

1. From the **Members Website Home** page, click on the **Health and Wellness Links** section located in the **Access My Health Tools** section.



OR

2. From the navigation bar, go to **Health Tools > Health and Wellness Links**.



3. Link to renowned Health and Wellness sites:

Learn More:

American Cancer Society	Juvenile Diabetes Research Foundation International
American Dental Association	Kids Health
American Diabetes Association	Leukemia and Lymphoma Society
American Heart Association	Medicare
American Lung Association	National Alliance of Breast Cancer Org
Arthritis Foundation	National Eye Institute
Centers for Disease Control and Prevention	National Institute of Health
Drug Digest	National Multiple Sclerosis Society
Health MSN	National Osteoporosis Foundation
Healthfinder	Rx List
HealthierUS.gov	Roswell Park Cancer Institute
Healthy People	WebMD
Health Square	

Accessing Prescription Drug Information

With the Prescription Drug information tool members can access health and drug information provided to help them make more informed health care choices.

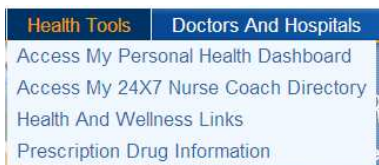
1. From the **Member Website Home** page, click the **Prescription Drug Information** link located in the **Access My Health Tools** section.

Access My Health Tools

- Access My Personal Health Dashboard
- Access My 24X7 Nurse Coach Directory
- Health And Wellness Links
- Prescription Drug Information

OR

2. From the navigation bar, go to **Health Tools > PrescriptionDrug Information**.



3. The **Drug Digest** page will open in a new window.

The screenshot shows the Drug Digest website interface. At the top left is the Express Scripts logo. The main header features the 'Drug Digest' title and a navigation menu with links for 'Drug Library', 'Check Interactions', 'Compare Drugs', 'Conditions & Treatments', and 'Interactive Tools'. A search bar is located on the left side. Below the search bar are several navigation links: 'Drugs & Herbs', 'Conditions', 'News & Reviews', 'Steps to Safety', 'Senior Corner', 'Glossary', and 'eBulletins'. The main content area is divided into several sections. The first section is a 'Welcome to DrugDigest' message. The second section is titled 'Medicare Part D: Choosing Your Coverage' and includes a sub-header 'What is Medicare Part D, and how do you sort through all the information to determine your prescription drug coverage needs?' with a 'Learn more ...' link. The third section is 'Health Highlights: Nov. 22, 2005' and lists three items: 'U.S. Bans British Columbia Poultry Imports', 'China Reports Three New Bird Flu Outbreaks', and 'Nestle Recalls Baby Milk in Europe', with a 'Read these stories and more ...' link. The fourth section is 'Health News' and lists three items: 'Double Diabetes' Poses Double Threat, 'Muscular Dystrophy Gives Clue to Cancer Wasting', and a link to 'A cellular protein connects the two, researchers say'. On the right side, there are two small articles: 'Depression Common Among Baby Boomers' with a photo of a person, and 'Where did Sudafed Go?' with a red triangular warning sign containing a question mark. Below the second article is a link: 'Where did pseudoephedrine products go and why?'. The Express Scripts Member? logo is visible in the bottom left corner of the page.

Using the Doctor/Hospital Search Tools

The Doctor/Hospital Search tools allow members to locate physicians or hospitals by location or network. Members may also have access to health care cost tools.

Accessing the Doctor and/or Hospital Search

The Doctor Search function allows members to search for physicians in their network. The Hospital Search function allows members to locate hospitals.

1. From the **Member Website Home** page, click the **Find a Doctor or Find a Hospital In Your Network** link in the **Find a Doctor or Hospital** section.

Find a Doctor or Hospital

- Find A Doctor Or Hospital In Your Network
- Compare Doctors
- Compare Hospitals

OR

2. From the navigation bar, go to **Doctors And Hospitals > Find a Doctor Or Hospital**.

Doctors And Hospitals

- Find A Doctor Or Hospital
- Compare Doctors
- Compare Hospitals

The **Find a Doctor or Hospital In Your Network** page will open in a new window for your networks page. This page will have links directly to the Preferred Provider Organization (PPO) website. PPO's are assigned to your health plan based on location and access to the best doctors in your area.

3. Navigate through the network site and become familiar with how to search in each specific PPO.

Accessing the Compare Doctors and Hospitals

The Health Decision Support tools are designed to help members make more informed health care choices. These tools include the The Right Doctor for Me and The Right Hospital for Me.

1. From the **Member Website Home** page, click the **Compare Doctors or Compare Hospitals** links in the **Find a Doctor or Hospital** section.

Find a Doctor or Hospital

- Find A Doctor Or Hospital In Your Network
- Compare Doctors
- Compare Hospitals

OR

2. From the navigation bar, go to **Doctors And Hospitals > Compare Doctors or Compare Hospitals**.

Doctors And Hospitals

- Find A Doctor Or Hospital
- Compare Doctors
- Compare Hospitals

The **Compare Doctors** or **Compare Hospitals** pages will open in a new window.

Compare Doctors - The Right Doctor for Me

The Right Doctor for Me tool allows members to search for physicians by name and location, or based on personally specified criteria such as location, specialty, gender or years of experience.

Compare Hospitals - The Right Hospital for Me

The Right Hospital for Me tool allows members to search for hospitals and find the best one for them, based on procedures needed, specific name or location. Members can also access profiles for specific procedures or types of care.

Using the Learn About My Benefits Tools

The Learn About My Benefits tools provide members access to Coverage information, Benefit Summaries, Prescription information, Plan Documents and ID card requests.

Accessing Coverage Information

1. From the **Member Website Home** page, click the **Who is Covered?** link located in the **Learn About My Benefits** section.



OR

2. From the navigation bar, go **My Benefits > Who is Covered?**



The **Who is Covered?** page will open.



Group Information	
Group ID:	X07
Account:	X07
Contact Information	
Member ID:	02468DEMO
First Name:	KATIE
Last Name:	JOHNSON
Birth Date:	09/25/1981
Address 1:	PO BOX 9501
Address 2:	
City:	AMHERST
State:	NY
Zip:	14226
Coverage Dates	
Coverage Date:	01/01/2005

Viewing Eligibility Information

The Eligibility Information page displays the following information:

Group Information:

Group ID – information corresponding to your Employer’s account and that determines what information you can see within the Member Website

Contact Information:

Member ID – the member’s unique ID number

First Name and **Last Name** – member’s name

Birth Date – the member’s date of birth

Address 1, **Address 2**, **City**, **State** and **Zip** – member’s address

Coverage Dates:

Coverage Date – date coverage began

Term Date – last date of coverage

General Information:

Email 1, **Email 2** – member’s email addresses

Dependents:

ID – dependent identification number

Member ID – the dependent Social Security Number

Last Name and First Name – dependent names

Birth Date – dependents' date of birth

Relation – dependents' relation to member

Effective – effective date of coverage

Termed – last date of coverage

Current Coverage Information:

ID – employer or dependent identifier

Name – member name

Description – type of coverage available

Effective – date the coverage began

Termed – date the coverage ceased

Accessing the My Prescription Plan Tool

The My Prescription Plan tool offers members access to information about their prescription coverage and prescription information.

The My Prescription Plan tool is only available if your plan accesses a pharmacy benefit manager with a website.

1. From the **Members Website Home** page, click on the **My Prescription Plan** link located in **Access My Health Tools** section.

Learn About My Benefits

- [Who Is Covered?](#)
- [Health Plan Summary](#)
- [My Prescription Plan](#)
- [Routine Child Care](#)
- [Adult Routine Physical Exams](#)
- [Plan Documents And Forms](#)
- [Request Additional ID Cards](#)
- [Enroll And Change My Coverage](#)
- [View And Print ID Card](#)

OR

2. From the navigation bar, go to **My Benefits > My Prescription Plan**.

- My Benefits** | Cost Informa
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Modify Coverage
- View And Print ID Card

The **Prescription Drug Information** page will open.

The screenshot shows the myMERITAIN website interface. At the top right, it says "myMERITAIN Home | Meritain" and "Welcome Barbara!" with a "Log Out" link and "Last Login 5/21/2009". A navigation bar contains links for "Account Balance", "Health Tools", "Doctors And Hospitals", "My Benefits", "Cost Information", and "Claim Information". Below this, the "My Prescription Plan" section is active, with a link for "Express Scripts". A disclaimer at the bottom states: "Channel vendors have been selected on good faith that their material is the most credible and reliable in the industry. All Content provided within this site or through a related Resource Link (i) is provided for informational purposes only, (ii) is not a substitute for professional medical advice, care, diagnosis or treatment, and (iii) is not designed to promote or endorse any medical practice, program or agenda or any medical tests, products or procedures. The site does not contain information about all diseases, nor does this site or Resource Link contain all information that may be relevant to a particular medical or health condition."

Click the link provided to open a new window for your Pharmacy Benefit Manager's website.

Accessing the Benefit Summary

1. From the **Member Website Home** page, click on the **Health Plan Summary** link located in the **Learn About My Benefits** section.

- Learn About My Benefits**
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card

OR

2. From the navigation bar, go to **My Benefits > Health Plan Summary**.

- My Benefits** | Cost Informa
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Modify Coverage
- View And Print ID Card

The **Health Plan Summary** page will open.

My Health Plan Summary

Silver Medical PPO Plan	Single	Employee + Spouse, Employee + Child & Family
Deductible In-Network/Out-Network	\$750/\$1200	\$1200/\$2400
Deductible Crossover	Both apply to each other	Both apply to each other
Coinsurance-Percentage In-Network/Out-Network	80/80	80/80
Out of Pocket Maximum In-Network/Out-Network	\$1250/\$1800	\$2800/\$3600
Out of Pocket Crossover	Both apply to each other	Both apply to each other
Preventive Care	Yes	Yes
Flexible Spending Account	Yes	Yes

Information is updated frequently to reflect any updates to your health plan. However, this summary is not
Validation of benefits is conducted at time of payment, based on the date of services incurred. Please refer to
Members' benefits and eligibility.

The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Routine Child Care

1. From the **Member Website Home** page, click on the **Routine Child Care** link located in the **Learn About My Benefits** section.

- Learn About My Benefits**
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card

OR

2. From the navigation bar, go to **My Benefits > Routine Child Care**.

- My Benefits** Cost Informa
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Modify Coverage
- View And Print ID Card

The **Routine Child Care** page will open.

Routine Child Care		
Well Child Care Schedule	In Network	Out of Network
Well Child Care Includes: Office visits, routine physical examination, laboratory testing, hearing tests, vision tests and immunizations. Up to age 7	100%	60% after deductible

Information is updated frequently to reflect any updates to your health plan. However, this summary is not intended to be a contract. Validation of benefits is conducted at time of payment, based on the date of services incurred. Please refer to the Members' benefits and eligibility.

The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Adult Routine Physical Exams

1. From the **Member Website Home** page, click on the **Adult Routine Physical Exams** link located in the **Learn About My Benefits** section.

Learn About My Benefits

- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card

OR

2. From the navigation bar, go to **My Benefits > Adult Routine Physical Exams**.

- My Benefits** | Cost Informa
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Modify Coverage
- View And Print ID Card

The **Adult Routine Physical Exams** page will open.

Adult Routine Physical Exams		
Adult Preventive	In-Network	Out -Network
Routine Physical Exams Includes: Office visits, blood tests, routine immunizations, electrocardiograms, x-rays and stress tests that are administered as part of the routine exam.	100%; \$20 copay; \$1200 plan year max	80% after deductible; \$1200 plan year max

Information is updated frequently to reflect any updates to your health plan. However, this summary is not intended for use as a legal document. Validation of benefits is conducted at time of payment, based on the date of services incurred. Please refer to the Summary Plan Description for more information. Members? benefits and eligibility.

The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

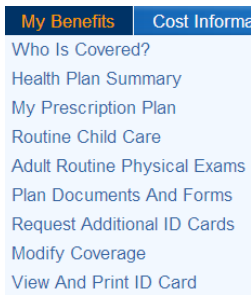
Accessing Plan Documents and Forms

1. From the **Member Website Home** page, click on the **Plan Documents and Forms** link located in the **Learn About My Benefits** section.

- Learn About My Benefits**
- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card

OR

2. From the navigation bar, go to **My Benefits > Plan Documents and Forms**.



The **Plan Documents and Forms** page will open.

Plan Documents and Forms

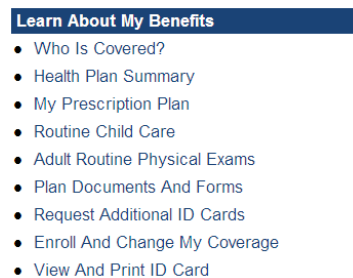
- [Notice Of Privacy Practices](#)
- [2008 Plan Document](#)
- [Flexible Spending Reimbursement Form](#)
- [Dependent Care Reimbursement Form](#)
- [Prescription Claim Form](#)

The image above is just a sample of documents and forms.

3. Click on any available link to view the document or form. The document or form will open in a new window viewable in a PDF format.

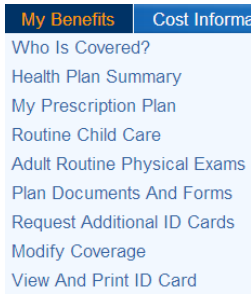
Accessing Request Additional ID Cards

1. From the **Member Website Home** page, click on the **Request Additional ID Cards** link located in the **Learn About My Benefits** section.



OR

2. From the navigation bar, go to **My Benefits > Request Additional ID Cards**



The **Request Additional ID Cards** page will open.

Request Additional ID Cards

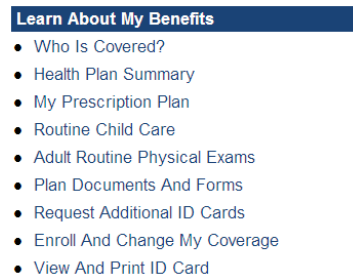
Enter the number of ID cards requested:

SUBMIT REQUEST

3. Select the number of ID cards needed and click on the Submit Request button.

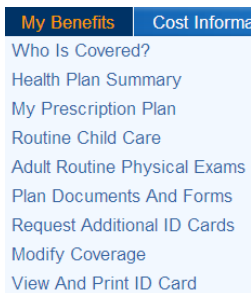
Accessing View And Print ID Card

1. From the **Member Website Home** page, click on the **View And Print ID Card** link located in the **Learn About My Benefits** section.



OR

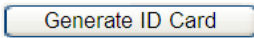
2. From the navigation bar, go to **My Benefits > View And Print ID Card**



The **View And Print ID Card** page will open.

View and Print Temporary ID card

Please click on the button below to generate a temporary id card.



3. Click the Generate ID Card button to view and/or print your ID Card in a PDF format.

Accessing Request Certificate of Coverage

4. From the **Member Website Home** page, click on the **Request Certificate of Coverage** link located in the **Learn About My Benefits** section.

Learn About My Benefits

- Who Is Covered?
- Health Plan Summary
- My Prescription Plan
- Routine Child Care
- Adult Routine Physical Exams
- Plan Documents And Forms
- Request Additional ID Cards
- Enroll And Change My Coverage
- View And Print ID Card
- Request Certificate of Coverage

OR

5. From the navigation bar, go to **My Benefits > Request Certificate of Coverage**



The **Request Certificate of Coverage** page will open.

[Request Certificate of Coverage](#)

[Click here to view information about Creditable Coverage.](#)

The Certificate of Coverage requested will be sent to your home address. Please click the 'Submit Request' button to process your request. If you need more information, please contact your customer service representative.

Submit Request

6. Click the [Click here to view information about Creditable Coverage](#) to view a document that describes what Creditable Coverage is.
7. Click the [Submit Request](#) button to process your request.

Using the Compare Cost Information Tools

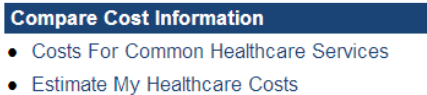
Compare Cost Information tools allow Members compare the costs for common healthcare services, review prescription drug pricing and locate viable generic alternatives, and see the big picture of healthcare spending through the Estimate My Health Care Costs tool.

Accessing Costs for Common Healthcare Services

Costs for Common Health Care Services

The Costs for Common Health Care Services tool allows members to find out the costs of common health conditions, diagnostic tests, drug categories, inpatient procedures, medical services and office visits.

1. From the **Member Website Home** page, click the **Costs for Common Healthcare Services** link located in the **Compare Cost Information** section.



OR

2. From the navigation bar, go to **Cost Information > Costs for Common Healthcare Services**.



The **Costs for Common Healthcare Services** page will open in a new window when the Costs For Common Healthcare Services link is clicked.



Notice

These materials cannot provide you with health or medical advice. Only your health care provider can do that. The information contained in this web site is not a substitute for medical advice.

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Accessing the Estimate My Health Care Costs Tools

Estimate My Health Care Costs

The Estimate My Health Care Costs tool allows members to access information for selecting the best health insurance coverage to best meet their individual needs.

This feature is only available if the member's employer has opted for these decision support tools.

1. From the **Member Website Home** page, click the **Estimate My Health Care Costs** link located in the **Compare Cost Information** section.

Compare Cost Information

- Costs For Common Healthcare Services
- Estimate My Healthcare Costs

OR

2. From the navigation bar, go to **Cost Information > Estimate My Health Care Costs.**



The **Coverage Advisor Support Tool** will open in a new window when the link Estimate My Healthcare Costs link is clicked.



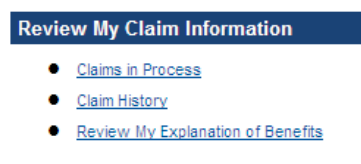
Using the Claim Information Tools

The Claim Information tools allow members to view open claims, claims history information and the member claim form.

Accessing Claims in Process

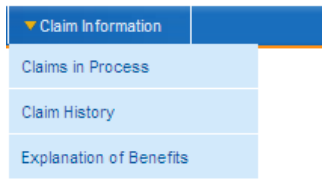
Use the following steps to access and view open claims for yourself or your dependents.

1. From the **Member Website Home** page, click the **Claims in Process** link in the **Review My Claim Information** section.



OR

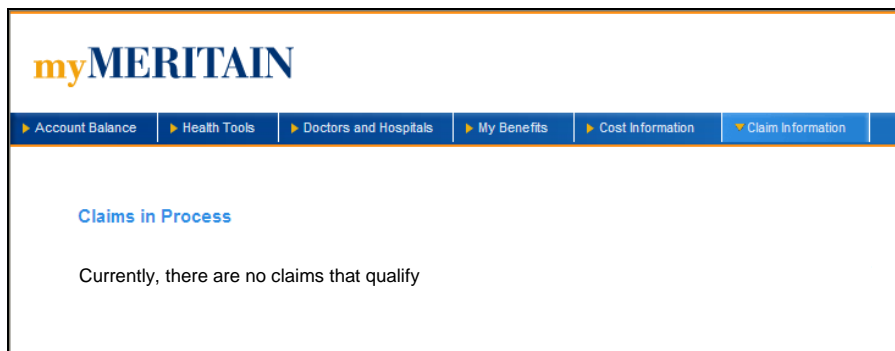
2. From the navigation bar, go to **Claim Information > Claims in Process**.



The **Claims in Process** page will open.

NOTE: All columns can be sorted by clicking the arrow (▼ ▲) buttons under the column heading.

If there are no open claims, a message will appear that says **“Currently, there are not claims that qualify.”**



Viewing Open Claims

The Open Claims page displays the following information.

Patient Name – the name of the patient the claim was submitted for

Date of Service – the date the patient received provider/Rx care

Provider – the name of the provider that performed the service

Claim – the claim number associated with the service

Billed Charges – the charges billed by the provider before any discounts/health plan payments are applied

Paid By Health Plan – shows if the claim was paid with HDHP, HRA or FSA dollars

Paid To – who the check was paid to (member or provider)

Claim Type – the type of claim submitted (medical, dental, vision)

NOTE: Per HIPAA regulations the private health information for dependents over the age of 18 is protected. The fields containing private health information will read **Protected for Patient Privacy**.

Accessing Claim History

Use the following steps to access and view claim history information for yourself and/or your dependents.

1. From the **Member Website Home** page, click the **Claim History** link in the **Review My Claim Information** section.



OR

2. From the navigation bar, go to **Claim Information > Claim History**.



The **Claim History** page will open.

Claim History

Click on **Search** to review all claim information. Or, enter specific claim information and click Search to filter your results.

Please note that claim information for dependents over the age of 18 is protected in accordance with HIPAA regulations.

Patient Name:

Date of Service: to (format: mm/dd/yyyy)

Provider Name:

Claim Number:

Paid By: Health Plan HRA FSA

Check Date: to (format: mm/dd/yyyy)

Paid To:

Claim Type:

SEARCH

Searching Claim History

1. Click the **Search** button to show **all claims** in the Claim History.

OR

2. To filter your search, enter any known information in the given fields (see descriptions in the section).

TIP: If narrowing your search by provider, you can enter either all or part of their name.

3. Click the **Search** button.

The **Claim History** information will display.

Claims										
Patient Name	Date of Service	Provider	Claim	Billed Charges	Paid By Health Plan	Paid By HRA	Paid By FSA	Check Date	Paid To	Claim Type
MADISON JOHNSON	03/31/2006	GENERAL PEDIATRICS	20661926700 Explanation Of Benefits	190.00	171.00			04/24/2006	Provider	Medical
KATIE JOHNSON	03/28/2006	GENERAL PHYSICIANS	20661911300 Explanation Of Benefits	100.00		90.00		04/24/2006	Provider	Medical
KATIE JOHNSON	03/25/2006	GENERAL PHYSICIANS	20661903600 Explanation Of Benefits	100.00		90.00		04/24/2006	Provider	Medical
PETER JOHNSON	03/15/2006	Protected for Patient Privacy	Protected for Patient Privacy	30.00	27.00			04/24/2006	Provider	Medical
PETER JOHNSON	03/15/2006	Protected for Patient Privacy	Protected for Patient Privacy	150.00	135.00			04/24/2006	Provider	Medical
PETER JOHNSON	03/01/2006	Protected for Patient Privacy	Protected for Patient Privacy	100.00		100.00		04/24/2006	Member	Medical

NOTE: All columns can be sorted by clicking the arrow (▼ ▲) buttons under the column heading.

Viewing Claim History

The Claims History page displays the following information.

Patient Name – the name of the patient the claim was submitted for

Date of Service – the date the patient received provider/Rx care

Provider – the name of the provider that performed the service

Claim – the claim number associated with the service

Billed Charges – the charges billed by the provider before any discounts/health plan payments are applied

Paid By Health Plan – shows if the claim was paid with HDHP, HRA or FSA dollars

Check Date – the date the check was issued

Paid To – who the check was paid to (member or provider)

Claim Type – the type of claim submitted (medical, vision, dental)

NOTE: Per HIPAA regulations the private health information for dependents over the age of 18 is protected. The fields containing private health information will read **Protected for Patient Privacy**.

Accessing Explanations of Benefits

Explanations of Benefits (EOBs) may be viewed online by following the steps outlined for Viewing Claims History.

1. Click the **Search** button to show **all claims** in the Claim History.

OR

2. To filter your search, enter any known information in the given fields (see descriptions in the section).

TIP: If narrowing your search by provider, you can enter either all or part of their name.

3. Click the **Search** button.

The **Claim History** information will display.

Claims										
Patient Name	Date of Service	Provider	Claim	Billed Charges	Paid By Health Plan	Paid By HRA	Paid By FSA	Check Date	Paid To	Claim Type
MADISON JOHNSON	03/31/2006	GENERAL PEDIATRICS	20661926700 Explanation Of Benefits	190.00	171.00			04/24/2006	Provider	Medical
KATIE JOHNSON	03/28/2006	GENERAL PHYSICIANS	20661911300 Explanation Of Benefits	100.00		90.00		04/24/2006	Provider	Medical
KATIE JOHNSON	03/25/2006	GENERAL PHYSICIANS	20661903600 Explanation Of Benefits	100.00		90.00		04/24/2006	Provider	Medical
PETER JOHNSON	03/15/2006	Protected for Patient Privacy	Protected for Patient Privacy	30.00	27.00			04/24/2006	Provider	Medical
PETER JOHNSON	03/15/2006	Protected for Patient Privacy	Protected for Patient Privacy	150.00	135.00			04/24/2006	Provider	Medical
PETER JOHNSON	03/01/2006	Protected for Patient Privacy	Protected for Patient Privacy	100.00		100.00		04/24/2006	Member	Medical

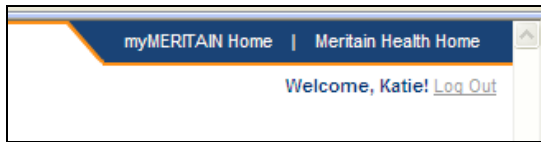
NOTE: All columns can be sorted by clicking the arrow (▼ ▲) buttons under the column heading.

4. To see an individual EOB, click on [Explanation Of Benefits](#) where underlined, under the Claim Number. The EOB will open in Adobe Acrobat, and is printer-friendly.

Logging Out

Remember to log out of the Personalized Member Website to ensure confidentiality of your personal health care information.

1. From any page on the myMERITAIN site, click on **Log Out** button, located in the upper right-hand corner of your screen.



OR

2. Click the **Logout** link located in the footer of the website.