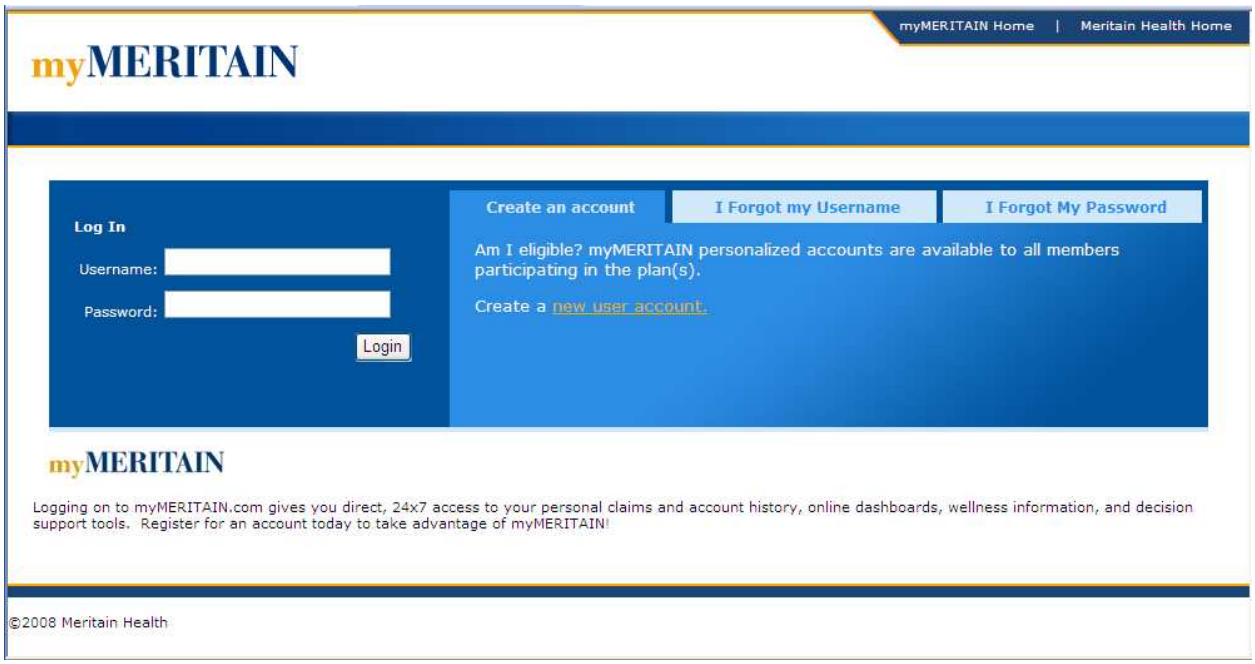
Your myMERITAIN Personalized Member Website



©2009 Meritain Health, Inc.

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.

Table of Contents

Accessing the Member Website 4
- Registration Process 4
- Logging In 8
- Forgot Username 9
- Forgot Password 10

Using the Quick Links 14
- Viewing User Documentation 14
- Using the Change User Information Function 15
- Viewing the Disclaimer 17
- Viewing the FAQ 17
- Using the Contact Us Function 18
- Privacy Statement and Terms and Conditions 18

Using the Account Balance Tool 19
- Accessing Your Account Summary 19
- Viewing Your Account Summary 20
- Accessing Your Account Links 21
- Viewing Your Account Links 22

Using Access My Health Tools 23
- Accessing My Health Tools 23
- Wellness Web Portal 24
- 24/7 Nurse Coach 24
- Accessing Health and Wellness Links 24
- Accessing Prescription Drug Information 25

Using the Doctor/Hospital Search Tools 27
- Accessing the Doctor and/or Hospital Search 27
- Accessing the Compare Doctors and Hospitals 27

Using the Learn About My Benefits Tools 29
- Accessing Coverage Information 29
- Viewing Eligibility Information 30
- Accessing the Benefit Summary 32
- Accessing Routine Child Care 33
- Accessing Adult Routine Physical Exams 34
- Accessing Plan Documents and Forms 35
- Accessing Request Additional ID Cards 36
- Accessing View And Print ID Card 37
- Accessing Request Certificate of Coverage 38

Using the Compare Cost Information Tools 40
- Accessing Costs for Common Healthcare Services 40

Accessing the Estimate My Health Care Costs Tools 41
Using the Claim Information Tools 43
Accessing Claims in Process 43
Accessing Claim History 44
Accessing Explanations of Benefits 46
Logging Out 48

Accessing the Member Website

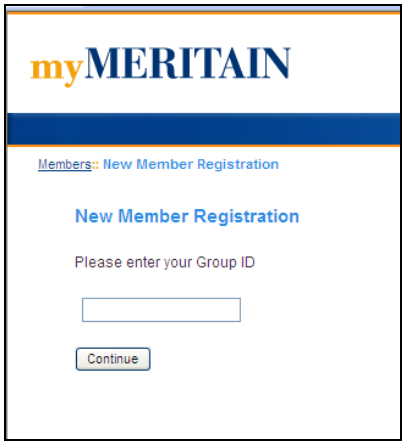
The Member Website is available via the Internet. Use the following steps to access the site.

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

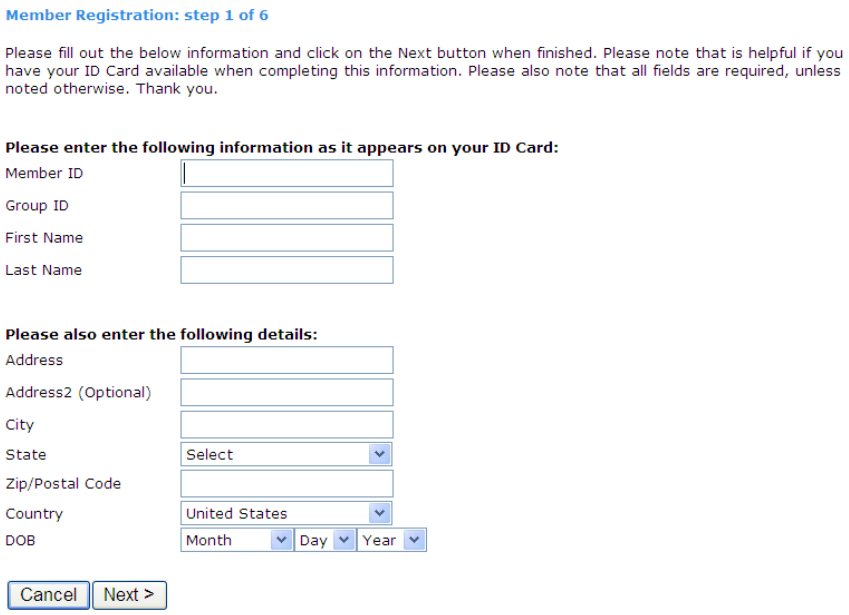
If you are a first time user, click “Create a new user account” on the Create an Account tab.

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.



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.

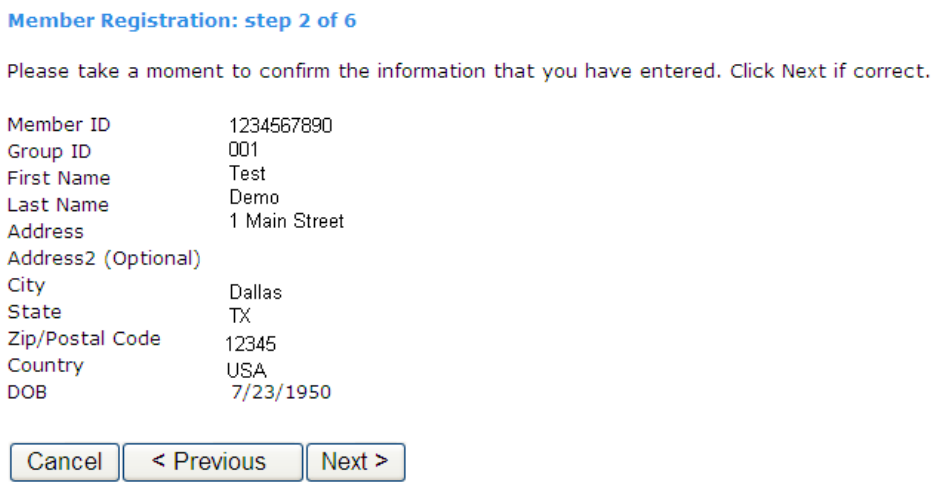
9. Enter your *zip code/postal code* in the **Zip/Postal Code** field.

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.

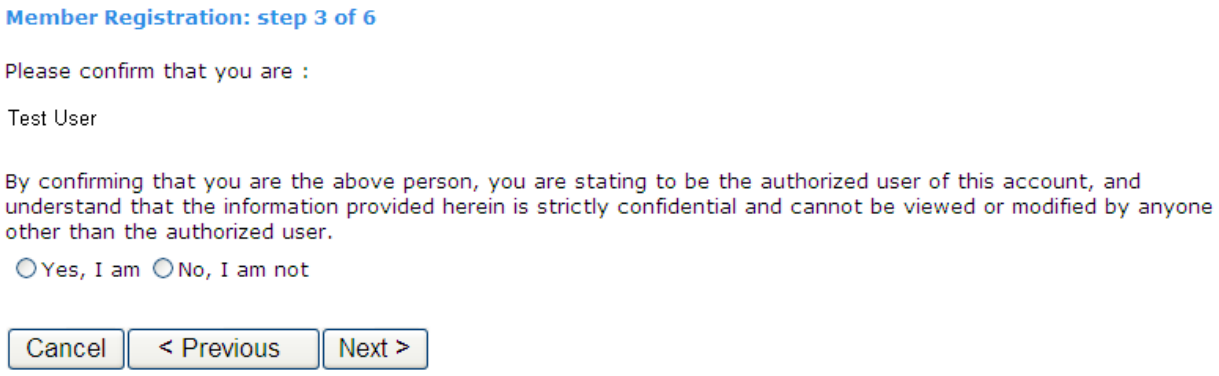


13. Confirm that the information you have entered is correct.

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

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

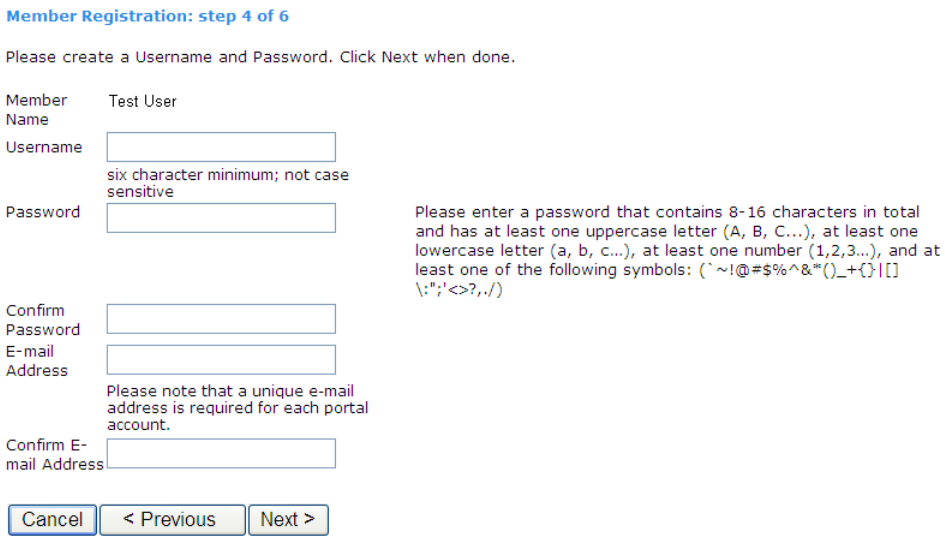
    The third **Member Registration** page will display.



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.



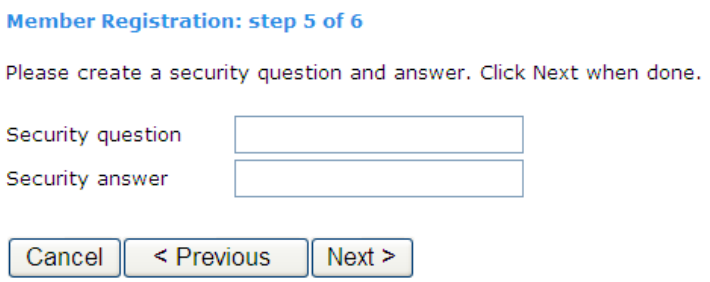
17. Create a username in the **Username** field.

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

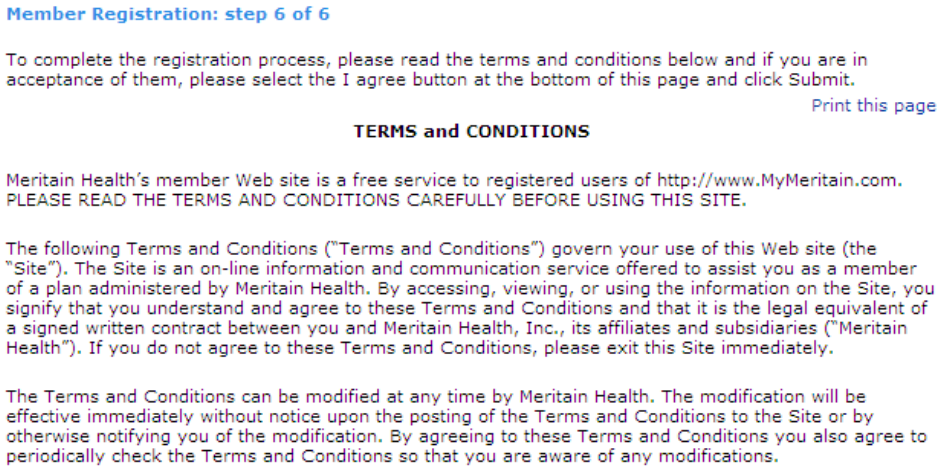
The fifth **Member Registration** page will open.



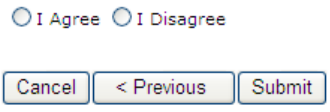
21. Create a security question and answer in the **Security question** and **Security answer** fields.

    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.

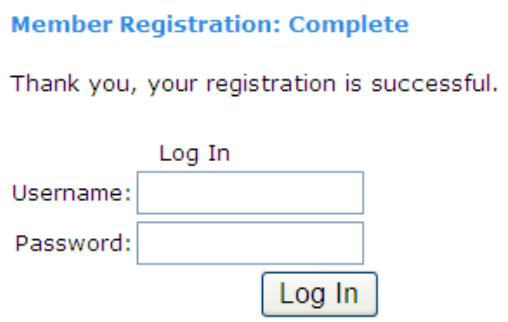


22. Please read the entire statement and choose **I Agree** or **I Disagree**, which appear at the bottom of the page.



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

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



Logging In

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

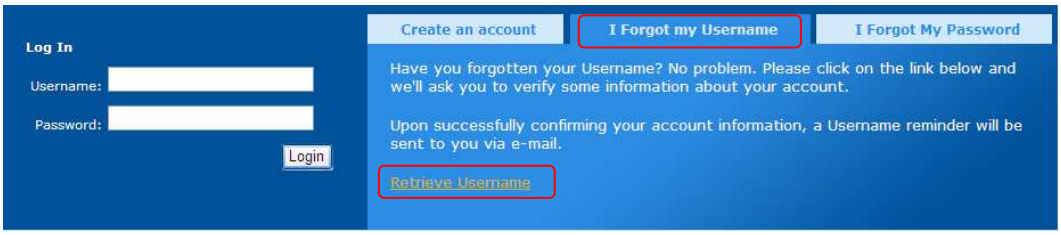
2. Click the **Login** button.

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

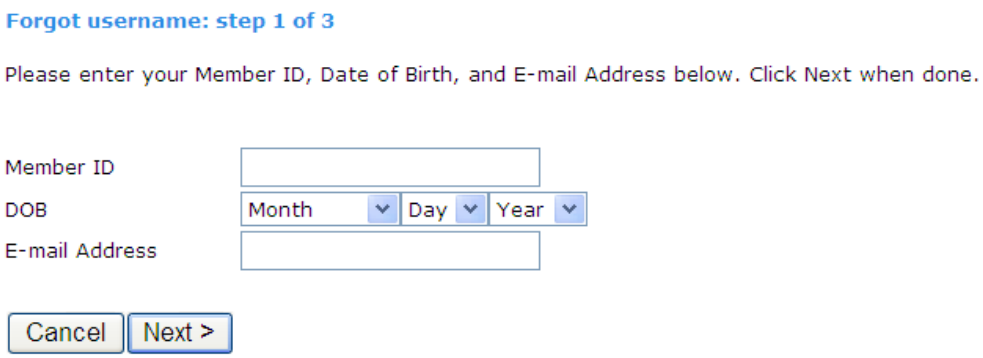
Forgot Username

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.



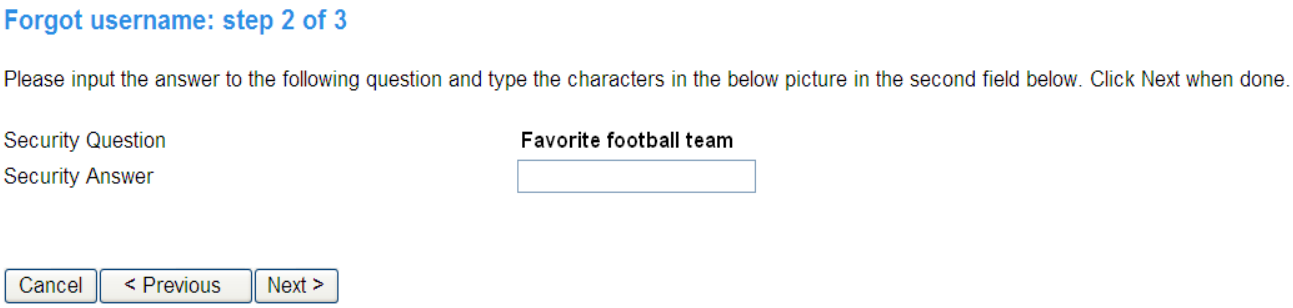
2. Enter your *member id* in the **Member Id** field.

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.

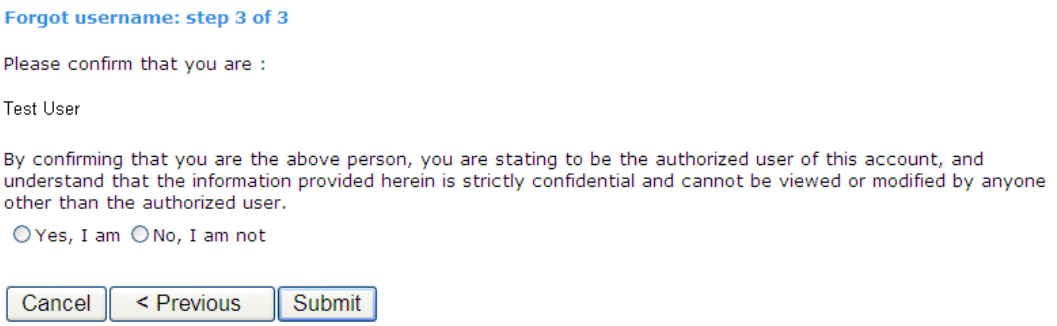


6. Input your security answer in the **Security Answer** field

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

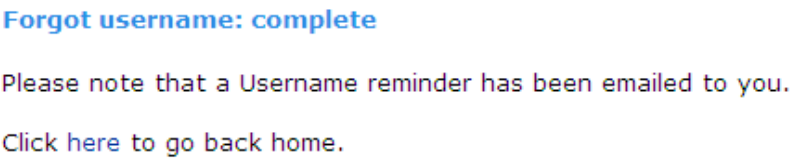
8. Click the **Next** button.

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



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.

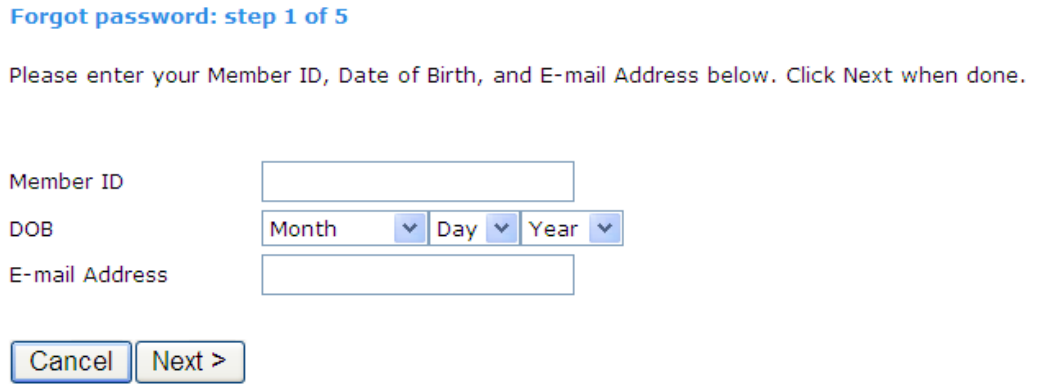


Forgot Password

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

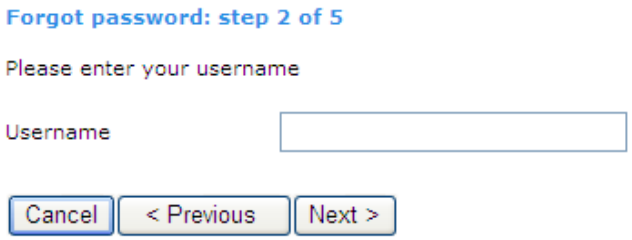
1. Click on the "I Forgot My Password" tab, and then click on "Retrieve Password."

   The **Forgot Password** page will open.



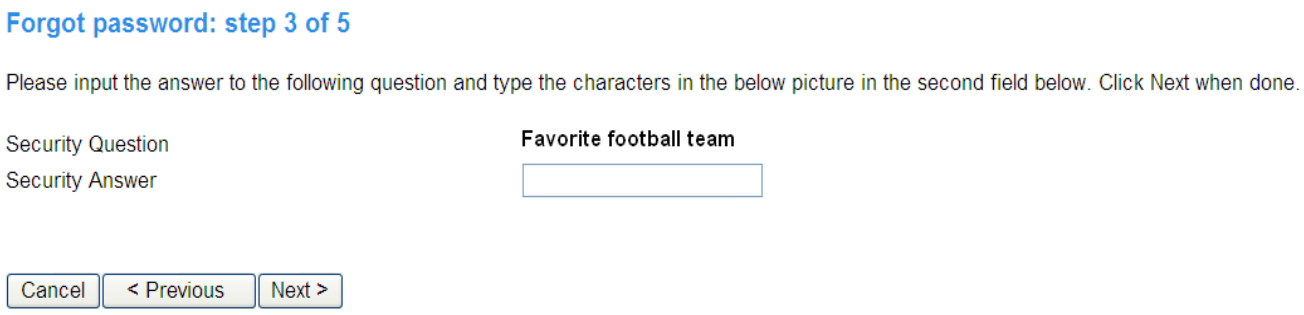
2. Enter your *member id* in the **Member Id** field.
3. Enter your *birth date* in the **Date of Birth** field.
4. Enter your e-*mail address* in the **E-mail Address** field.
5. Click the **Next** button.

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



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

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

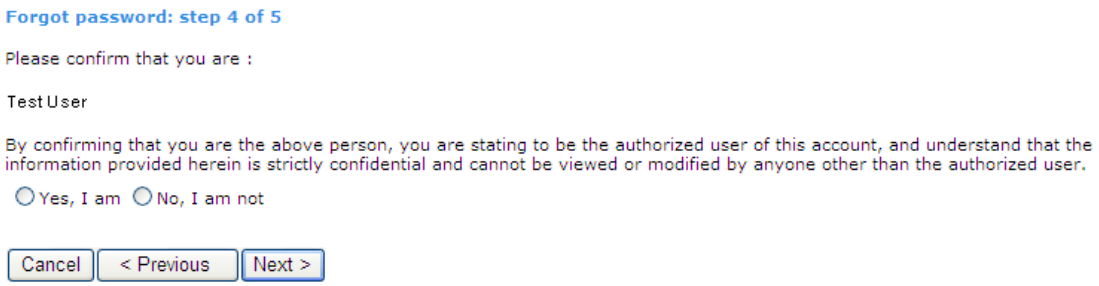


8. Input your security answer in the **Security Answer** field

9. Input the characters that you see from the highlighted screen box in the **Type Characters** field.

10. Click the **Next** button.

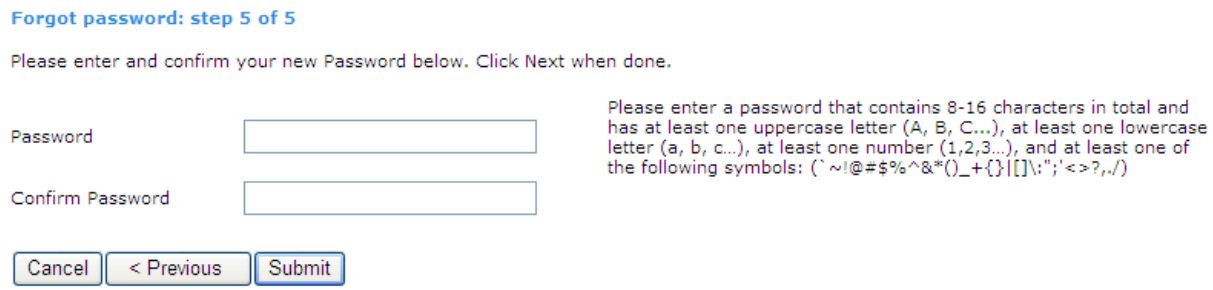
    The fourth **Forgot Password** page will open.



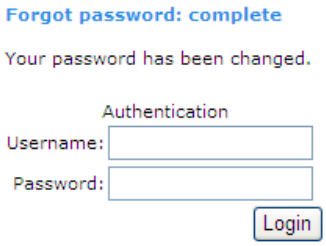
11. Read the confirmation statement and choose **Yes, I am** or **No, I am not.**

12. Click the **Next** button.

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



13. 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.

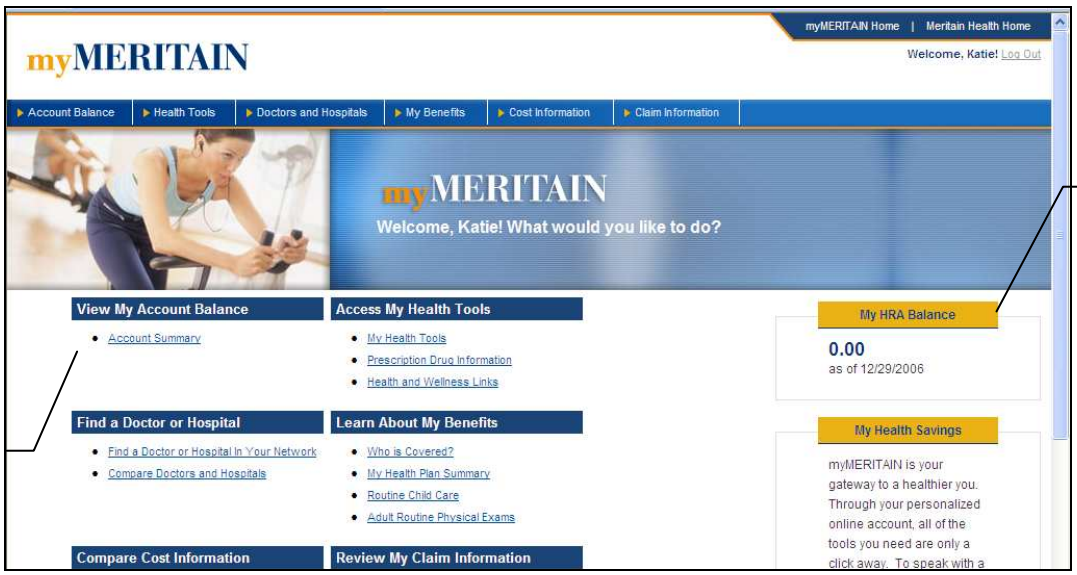


A password complete page will appear, which allows for you to log-in with your Username and your changed password.

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

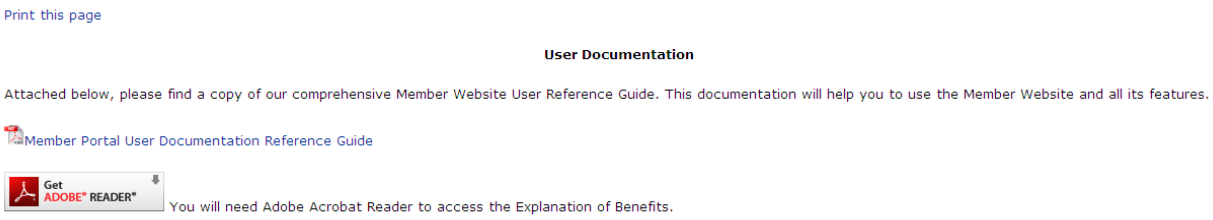
Log Out

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.



2. Click the Member Portal User Documentation Reference Guide link.

   The documentation will open in a new window.

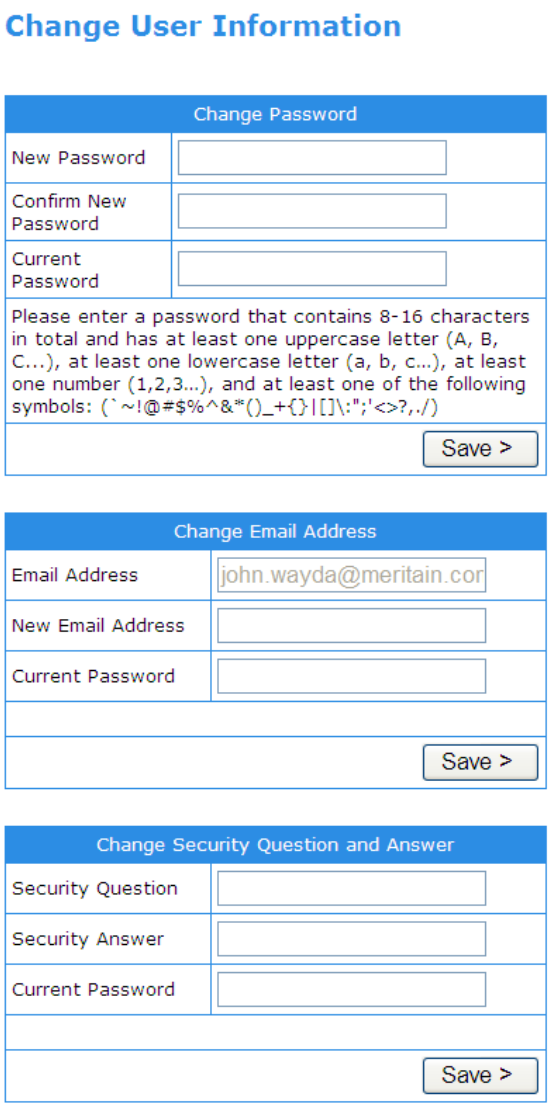
Using the Change User Information Function

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.

   The **Change User Information** page will open.



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 you *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.

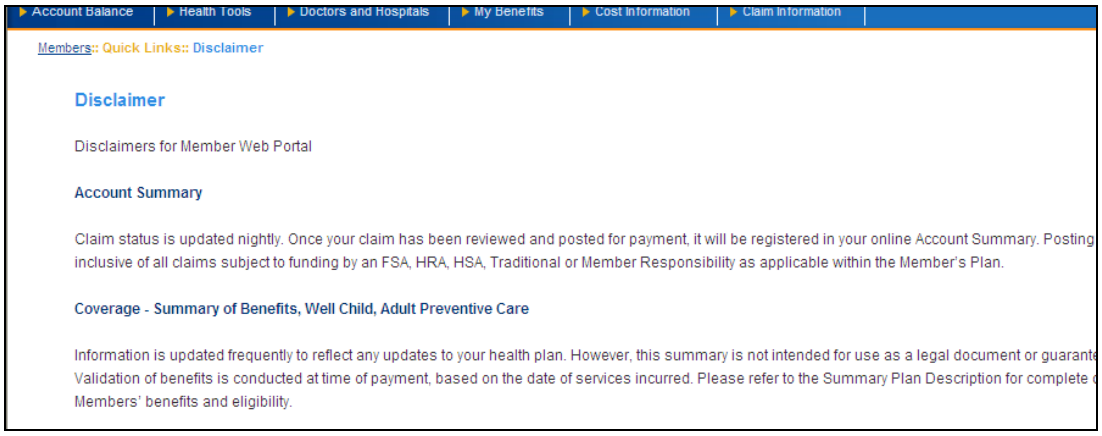
3. Click the **Save** button.

   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.

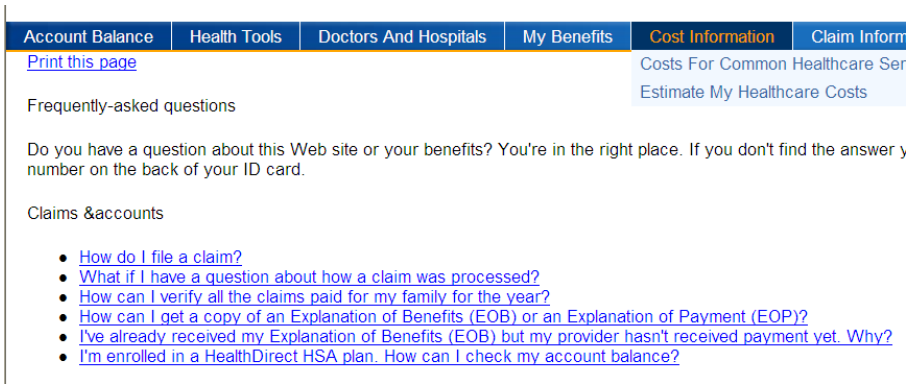
The **Disclaimer** page will open.



Viewing the FAQ

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

The **FAQ** page will open.



Using the Contact Us Function

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

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

The **Contact Us** page will op

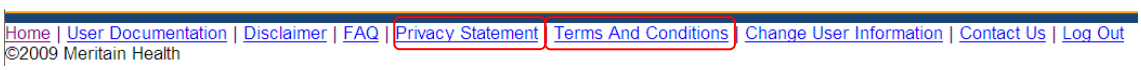
2. Choose your Area of Concern from the drop down box.

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.

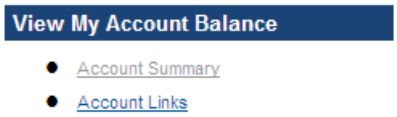


Using the Account Balance Tool

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

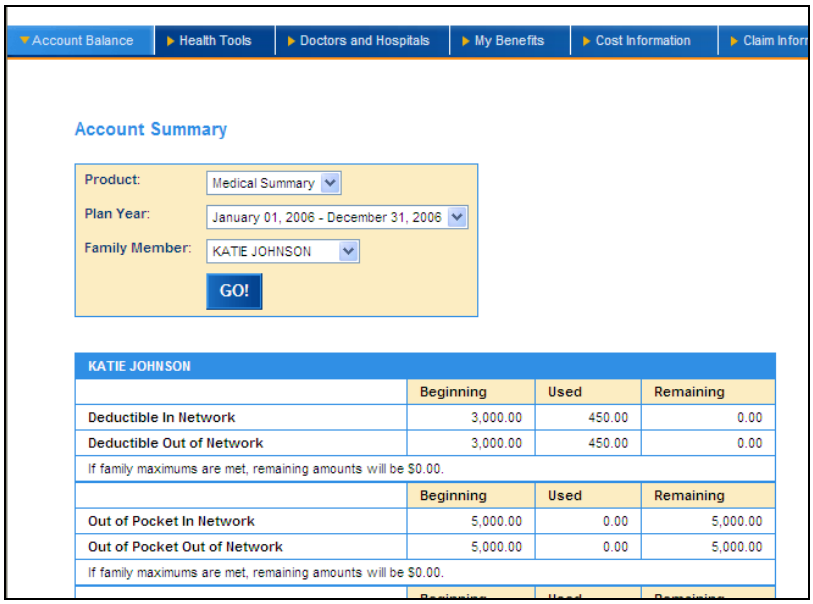
1. From the **Member Website Home** page, click the **Account Summary** link in the **View My Account Balance** section.



OR

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

The **Account Summary** page will open.



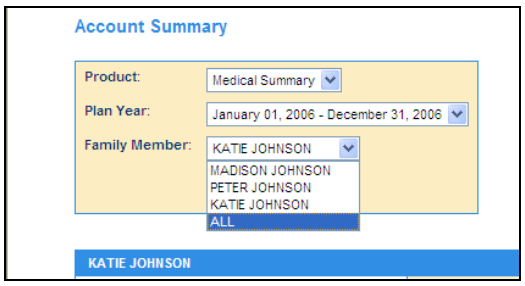
Viewing Your Account Summary

From the Account Summary page select the following information:

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

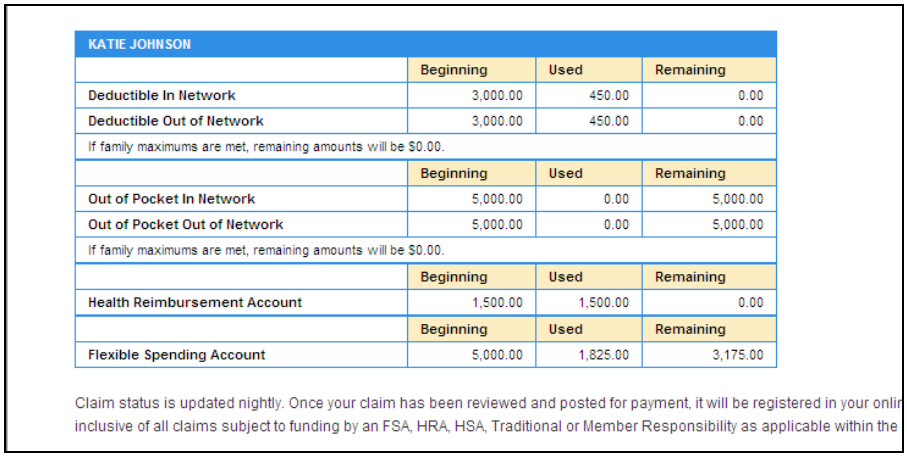
2. Select a *participant* or *All* from the **Family Member** dropdown.

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



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 onlir
inclusive of all claims subject to funding by an FSA, HRA, HSA, Traditional or Member Responsibility as applicable within the

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:

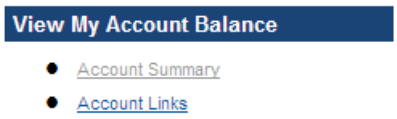
Health Reimbursement Account – the summary of dollars available and used for your HRA

FSA Information:

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

Accessing Your Account Links

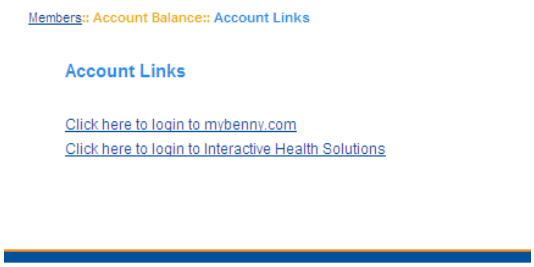
1. From the **Member Website Home** page, click the **Account Links** link in the **View My Account Balance** section.



OR

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

The **Account Links** page will open.



Viewing Your Account Links

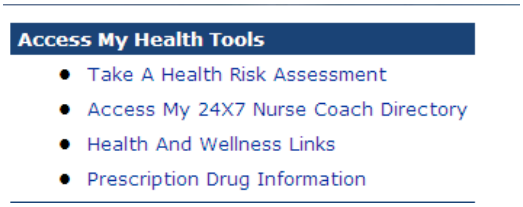
Click the link(s) provided to open a new window to the web site.

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.

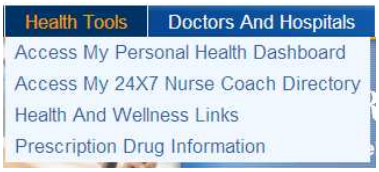
Accessing My Health Tools

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.

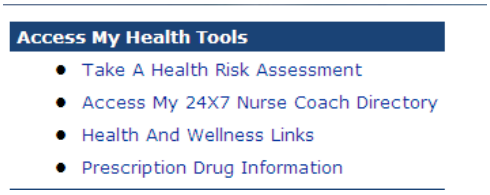
24/7 Nurse Coach

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.

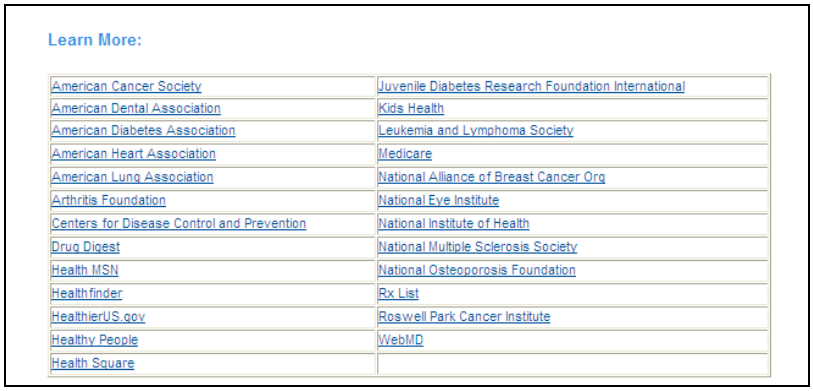
1. From the **Members Website Home** page, click on the **Health and Wellness Links** section located in the **Access My Health Tools** section.



   OR

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

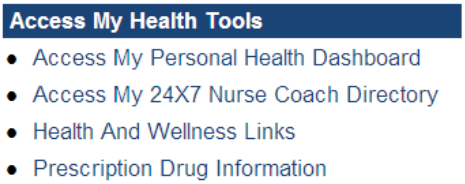
3. Link to renowned Health and Wellness sites:



Accessing Prescription Drug Information

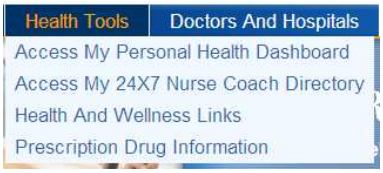
With the Prescription Drug information tool members can access health and drug information provided to help them make more informed health care choices.

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

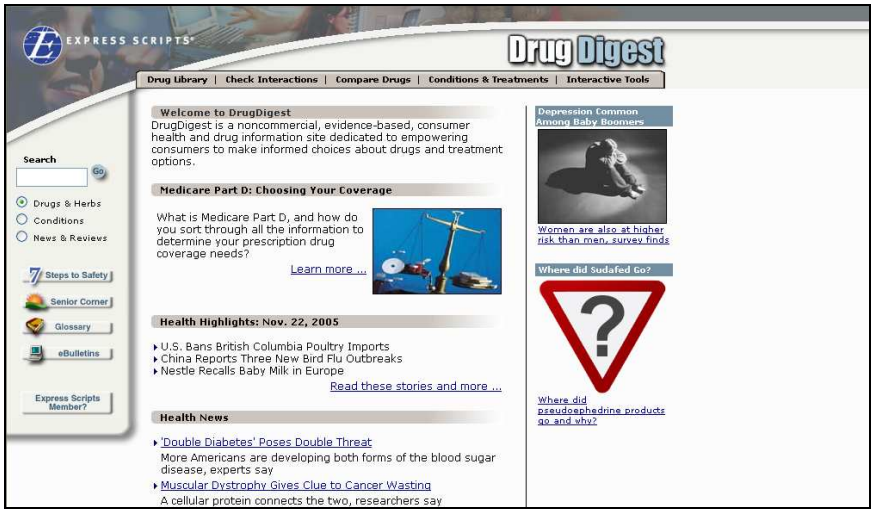


OR

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



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



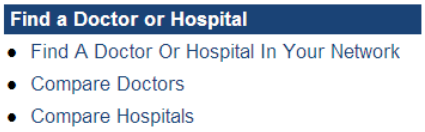
Using the Doctor/Hospital Search Tools

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

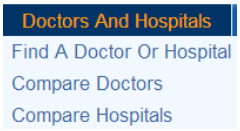
The Doctor Search function allows members to search for physicians in their network. The Hospital Search function allows members to locate hospitals.

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.



OR

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



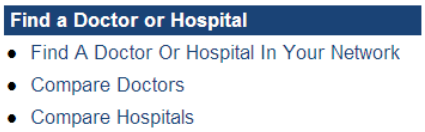
The **Find a Doctor or Hospital In Your Network** page will open in a new window for your networks page. This page will have links directly to the Preferred Provider Organization (PPO) website. PPO's are assigned to your health plan based on location and access to the best doctors in your area.

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

Accessing the Compare Doctors and Hospitals

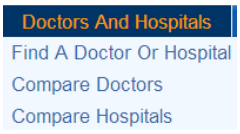
The Health Decision Support tools are designed to help members make more informed health care choices. These tools include the The Right Doctor for Me and The Right Hospital for Me.

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



OR

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

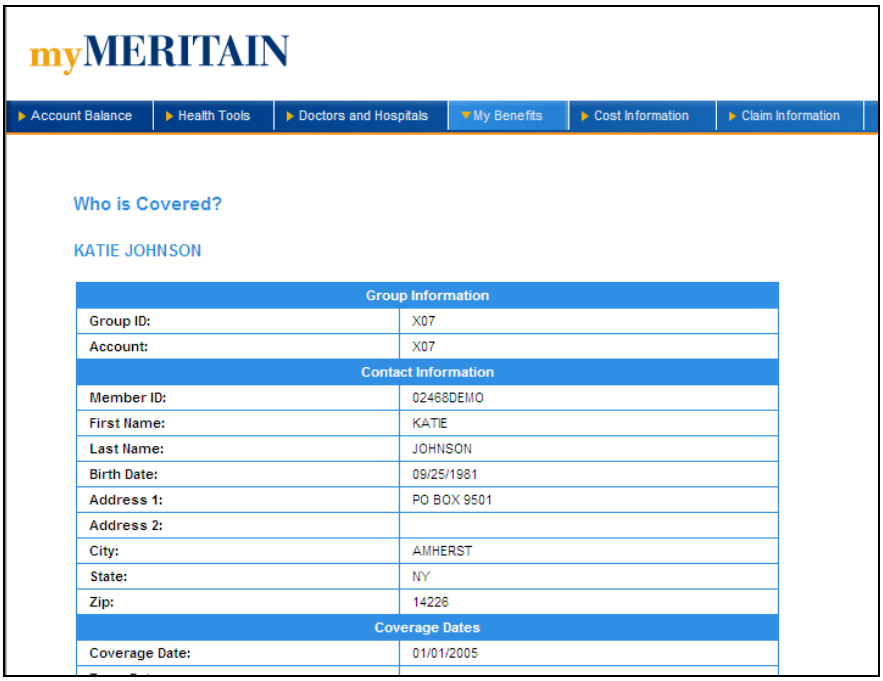
Accessing Coverage Information

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.



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

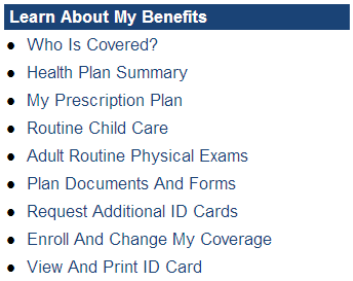
Termed – date the coverage ceased

Accessing the My Prescription Plan Tool

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

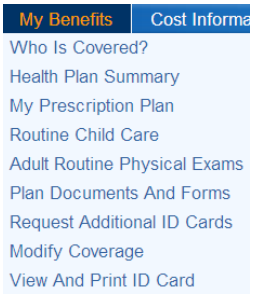
The My Prescription Plan tool is only available if your plan accesses a pharmacy benefit manager with a website.

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

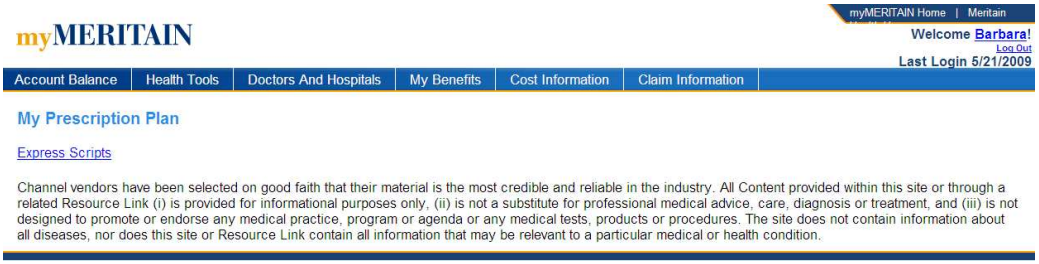


OR

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



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



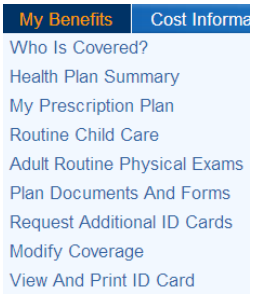
Click the link provided to open a new window for your Pharmacy Benefit Manager's website.

Accessing the Benefit Summary

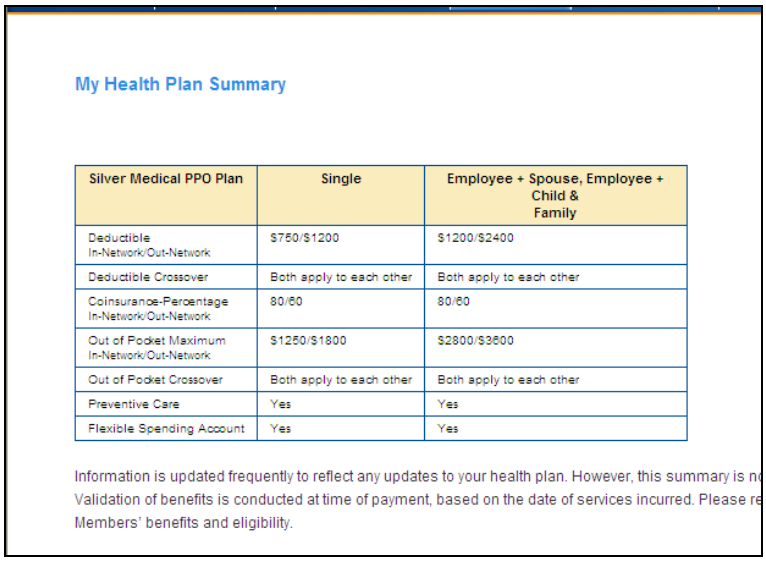
1. From the **Member Website Home** page, click on the **Health Plan Summary** link located in the **Learn About My Benefits** section.

OR

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



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	80/60	80/60
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 n
Validation of benefits is conducted at time of payment, based on the date of services incurred. Please re
Members' benefits and eligibility.

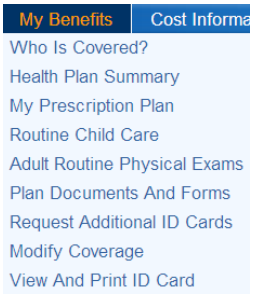
The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Routine Child Care

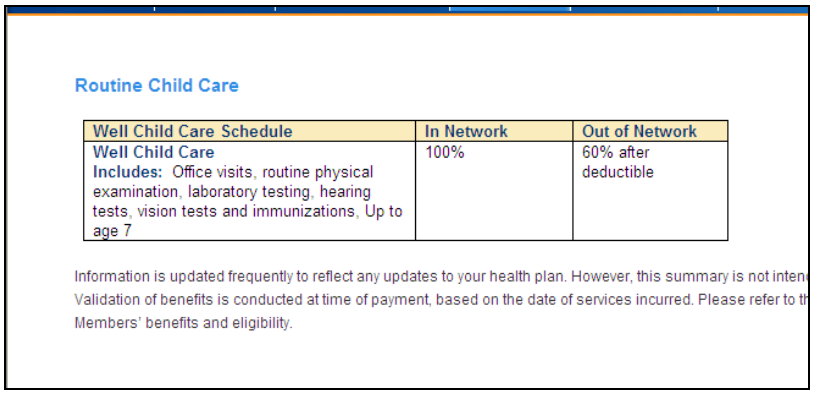
1. From the **Member Website Home** page, click on the **Routine Child Care** link located in the **Learn About My Benefits** section.

OR

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



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



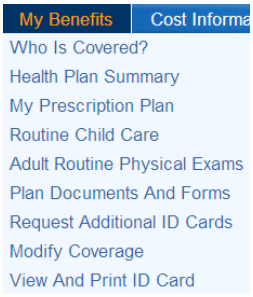
The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Adult Routine Physical Exams

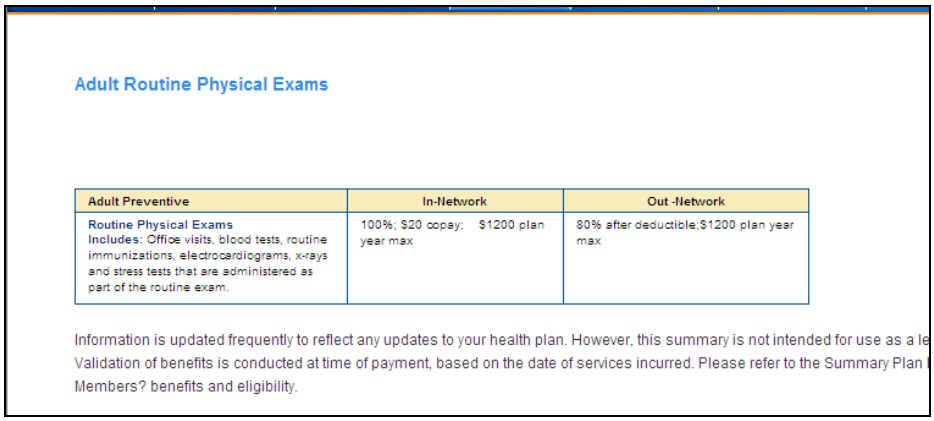
1. From the **Member Website Home** page, click on the **Adult Routine Physical Exams** link located in the **Learn About My Benefits** section.

OR

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



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



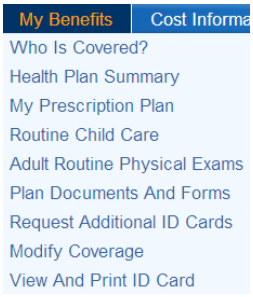
The summary contains just a brief overview of your benefits. Please see your complete plan document, available from your employer.

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.

OR

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



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

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.

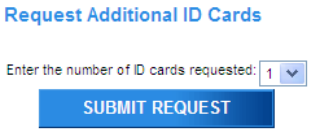
Accessing Request Additional ID Cards

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.



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

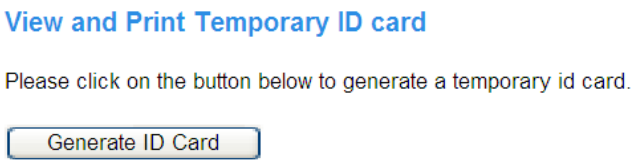
Accessing View And Print ID Card

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.



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

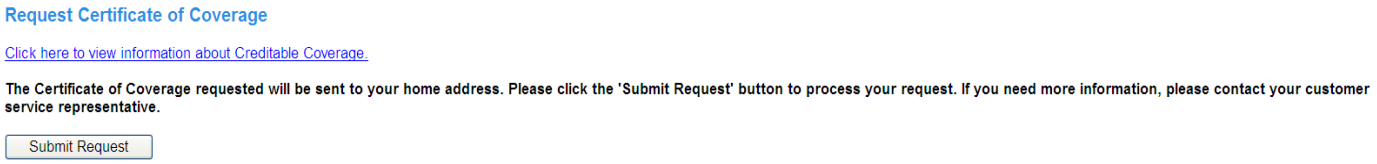
Accessing Request Certificate of Coverage

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

OR

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

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



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

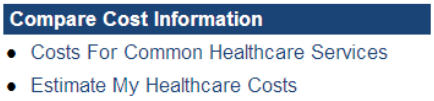
Compare Cost Information tools allow Members compare the costs for common healthcare services, review prescription drug pricing and locate viable generic alternatives, and see the big picture of healthcare spending through the Estimate My Health Care Costs tool.

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.

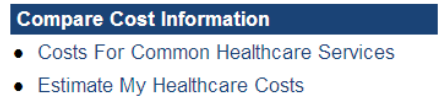
Accessing the Estimate My Health Care Costs Tools

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.



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.

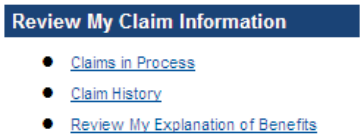
Using the Claim Information Tools

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

Accessing Claims in Process

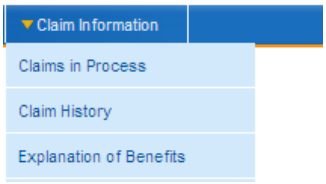
Use the following steps to access and view open claims for yourself or your dependents.

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



OR

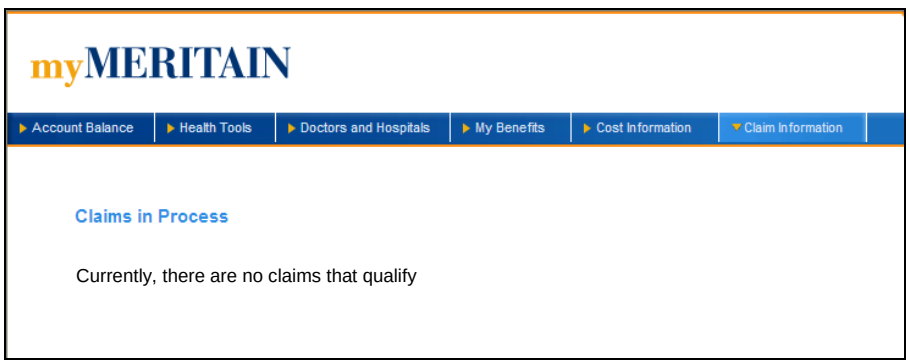
2. From the navigation bar, go to **Claim Information > Claims in Process**.



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)

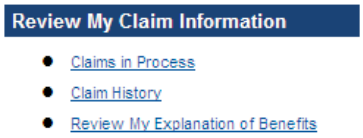
Claim Type – the type of claim submitted (medical, dental, vision)

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

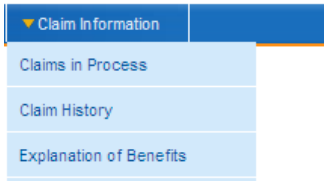
Use the following steps to access and view claim history information for yourself and/or your dependents.

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

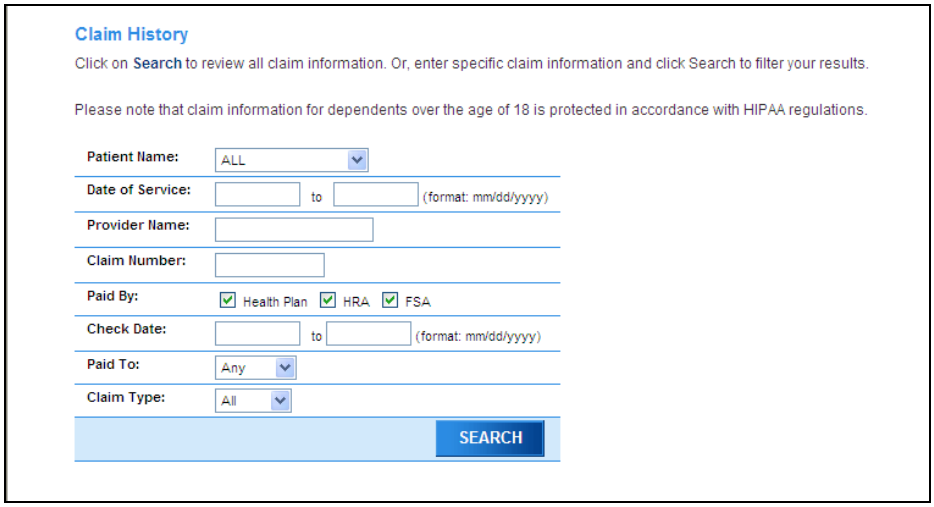


OR

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



The **Claim History** page will open.



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.

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.

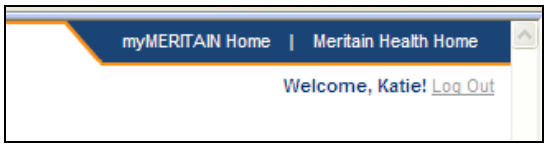
   NOTE: All columns can be sorted by clicking the arrow (▼ ▲) buttons under the column heading.

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.