Did you know?

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

What you’ll find at myMERITAIN

At myMERITAIN, you have 24-hour access to a number of tools and resources that can help you manage your health benefits. Below are a few of the tools available at myMERITAIN:

- Verify eligibility and benefits
- Find the status of claims
- View your Explanation of Benefits (EOB)
- Review your benefit plan document in its entirety

Access to myMERITAIN is as easy as 1–2–3!

Step 1:
You should open your Web browser and go to www.meritain.com.

Step 2:
You’ll need to register your account. Start by clicking Create a new user account.
Your spouse and dependents over the age of 18 will need to create their own accounts.

Step 3:
You’ll need to fill in your:
- Group ID (you can find this on your ID Card).
- Member ID (you can find this on your ID Card, as well. You should enter it with no spaces or dashes).
- Date of birth.
- Name.
- Zip code.
- Email address.

The system will display your username, which is your member ID. You’ll be asked to change your password. Then, enter and re-enter your new password, which you’ll need to create.

You’ll automatically be logged into your myMERITAIN account. The next time you log in, just use the same username and password from Step 3.

Spouses and dependents
Per the HIPAA Privacy Regulations, spouses and dependents over age 18 have partially protected healthcare information. To access their information, they’ll need to register for their myMERITAIN account using the steps listed above. You can view financial information for all dependents, regardless of age.

Returning user login
When returning to the website after your account has been created, just enter your established username and password in the login box to get started.

Incorrect login
You can click Home to return to the home page and try again if you receive an incorrect login message.

Website assistance
If you need assistance with the login process or forgot your username or password, email webmaster@meritain.com or contact customer service using the phone number printed on your ID Card.

Website options
Simply click the name of the function in the top banner to access the functions below. Click Home to return to the welcome page.
On-the-go access to your Meritain Health benefits

Now you can get benefits information when and where you need it—right from your smart phones and tablets. It’s all part of the new Mobile Capabilities for members from Meritain Health. And it’s available now.

Easy to access and easy to use

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

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

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

If you have any questions about how to register or use Meritain Health’s new Mobile Capabilities, we can help. Simply call our customer service department using the phone number on your member ID Card.

Helpful benefits information

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

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

You may not always be in front of your computer. But now, you’ll always be able to find the healthcare information you need to help you get the most out of your healthcare benefits. It is one more way Meritain Health is working hard to help you be your healthiest self.

** If applicable to your plan.