



Welcome to Meritain Health!

CBSA PERFORMAX is now Meritain Health

Your benefits administrator has joined forces with the Meritain Health family.

At Meritain Health, we believe in the potential of a single person to bring about lifelong personal change. With the right tools, resources and support, each person can achieve health and well-being.

At Meritain Health, we believe in the power of one—we believe in you!

FREQUENTLY ASKED QUESTIONS

What's happening – in a nutshell?

CBSA PERFORMAX has joined forces with Meritain Health and will be part of the new Meritain. We have addressed the following questions we anticipate you may have about our name change.

You will begin to see communications under the Meritain Health name mid-September.

Will I get a new ID Card?

If you currently have a CBSA, PERFORMAX, or CBSA PERFORMAX ID Card, we will provide you with a new Meritain Health ID Card. In the interim, continue to use your existing ID Card. Do not throw away your current ID Card until a replacement card is received.

What if I need to go to the doctor and do not have my new Meritain Health ID Card yet?

Your existing ID Card is valid and contains the information your healthcare provider needs. Continue to use your current ID Card until a replacement is received.

Will my benefits change?

This is a name change only. None of your benefits, or the great customer service you expect and deserve, will change.

Will my customer service numbers be changing?

You may continue to use all of the numbers on your current member ID Card. Nothing is changing other than our name and our Web site.

Specifically, our name change will have no effect on your health plan or benefits.



How will I access my online tools and resources?

You will be able to access your online tools and resources via www.myMERITAIN.com beginning on September 17, 2007. In the interim, please continue to log in at www.mycbsa.com.

For more information, please refer to the www.myMERITAIN.com flyer.

Why Meritain Health?

With your employer, we're dedicated to providing you with the right plan, information, tools and resources to make the best healthcare decisions you can. We are at your service.

Please feel free to visit www.meritain.com to learn more about us. For any questions regarding our name change, your benefits or your claims, you may call your customer service representative at the number on your ID Card.



For more information contact the customer service number on the back of your ID Card or visit us online at:
www.meritain.com

