

## Meritain Health<sup>®</sup> Portal Enhancements

When you need information about your Meritain Health benefits, you have access to our online member portal. Our goal is to make it as easy as possible for you to use your health care benefits to keep yourself and your family in good health.

We're pleased to announce multiple upgrades designed to enhance your user experience. These updates will help ensure your ease of navigation, access and more.

### With your Meritain Health member portal, you'll now experience:

#### Enhanced customer support

- Agents can view your portal screen in real time when you call in with questions using tools with enhanced security for your protection.

#### Maximized benefits

- Submit information about your spouse's or other dependent's benefits coverage electronically to make coordination of benefits easier, eliminating the need to mail any updates.
- Plan ahead: an easier registration process allows you to register for your portal and access benefits information before the start of your plan year, as soon as you have your new ID card.
- Track your Flexible Spending Account (FSA) spending within your portal using the new FSA calculator (if applicable).
- View visit limits (for example, amount used/remaining), including combined services such as chiropractic/acupuncture, right from your dashboard.



#### Easier reimbursements

- Submit electronic claims for immediate processing right from your desktop, tablet or smart phone. You can also submit a claim using our mobile app from your phone or tablet.
- View information required to process claims that have not yet been paid due to needing additional information.

#### Faster access to benefits information

- Download the Meritain Health app icon to your mobile device.

#### Enhanced portal features

- View a running total of incurred costs that apply towards your deductible and out-of-pocket maximum with up to two years of history.
- Add a foreign address, if needed, and choose from a full list of countries in the drop-down.
- Choose from an expanded list of *reason for submission* choices when submitting Health Reimbursement Arrangement (HRA) forms online.
- Access all plan documents online for all aspects of your benefits plan.
- Access and download/request ID cards for all services (e.g., medical, dental, etc.) for yourself and all dependents.

**If you have any questions about navigating your Meritain Health member portal, we're here for you. To speak with a customer service representative, please contact us using the number on your member ID card.**