



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

The Meritain Health online portal provides access to important health plan information for you and your members. To help ensure ease of navigation, access and more, we've made multiple upgrades to enhance your experience.

### With the Meritain Health portals, you'll now find:

#### Easier benefits plan management:

- A more intuitive process for submitting enrollment and eligibility transactions with easier-to-follow directions.
- Enrollment descriptions that have been expanded to make it easier to audit members on the plan.
- Plan information and details available to view prior to the plan effective date.
- An expanded selection of member reports.

#### Enhanced customer support

- Agents can view members' portal screens in real time when they call in with questions, using tools with upgraded security for the protection of our members.
- Client advocates can view employers' portal screens in real time when they call in with questions using tools with upgraded security for your protection.

#### Maximized benefits

- Employers can submit and automatically process coordination of benefits for members whose spouses have other insurance coverage.
- Members and employers can view and download all available ID cards (e.g., medical, dental, etc.) for all dependents on their plan.
- Members can download the Meritain Health app icon to their mobile device.

#### Improved demographic update process for members

- Members now have the ability to add a foreign address, with a drop-down list of countries.

## Faster claims reimbursement for members

- Members and employers can view information required to process claims that have not yet been paid due to needing additional information.
- Members have the ability to submit electronic claims for immediate processing right from their desktop, tablet or smart phone; they can also submit a claim using our mobile app from their phone or tablet.

## Upgraded member portal experience

- Members can:
  - View visit limits (for example, amount used/remaining), including combined services, such as chiropractic/acupuncture, right from the portal dashboard.
  - View a running total of incurred costs that apply towards their deductible and out-of-pocket maximum, with up to two years of history.
  - 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 their benefits plan.
  - Track Flexible Spending Account (FSA) spending within the member portal using the new FSA calculator (if applicable).

At Meritain Health, we're Advocates for Healthier Living—and our goal is to make health care benefits easier to access and use. We're continuously reviewing our systems and processes for ways to offer our customers the best possible user experience.

**If you have any questions about updates to our online portal, please contact your Meritain Health representative today!**