



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

The Meritain Health online portal provides access to important health plan information for our customers. 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 have:**

#### **More efficient payment**

- Additional text can be submitted with claims inquiries.

#### **Enhanced customer support**

- Agents can view your portal screen in real time when you call in with questions using tools with enhanced security for the protection of our members.
- Receive an Explanation of Payment (EOP) document, rather than a member Explanation of Benefits (EOB).

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!**