



# Creating a Meritain Health® Online Account

## How to access

**Step 1.** Register at [www.meritain.com](http://www.meritain.com) for access to your account online. **Note:** if you already have a username and password, you do not need to reregister and can simply login.

**Step 2.** Click on the *Register* tab on the top right of the homepage.

**Step 3.** Under *I am a*, select *Member* and click *Next*.

**Step 4.** The member registration page will open. You will be required to enter your personal information to register. You may register using your member ID or the last four digits of your social security number (SSN).

**Step 5.** Enter your personal information either by member ID number or SSN information.

### Using member ID number

**You will be required to enter the following:**

1. Member ID (found on your Meritain Health ID card) and group ID, or call customer service at **1.800.566.9305, #5, #2, #1**)
2. First name
3. Leave middle initial field blank
4. Last name (do not enter a suffix)
5. Leave the suffix field blank
6. Date of birth—you may enter it directly or use the calendar pop-up to choose
7. ZIP code

or

### Using last four digits of SSN

**You will be required to enter the following:**

1. Select Last four digits of SSN and enter last four digits of SSN in the space provided.
2. First name
3. Leave middle initial field blank
4. Last name (do not enter a suffix)
5. Leave the suffix field blank
6. Date of birth—you may enter it directly or use the calendar pop-up to choose

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an  company

## Step 6—Review and confirm information

- Read the statement and confirm that your information is correct, then check *Yes, I am*.
- You may click the *Previous* button to correct any information
- Click *Next*

## Step 7—Create username and password

- Create a username (this can be any series of characters).
- Create and re-enter a password, using these guidelines:
  - Between 10 and 16 characters long (it cannot contain the username)
  - At least one of each of: uppercase letter, lowercase letter, number and a special character. The italic “I” will also explain the specifications, when clicked.
- Enter and confirm your email address.
- Choose a security question from the *Security Question* dropdown list, and enter an answer. This will be used if your username or password are ever forgotten
- After reading the terms and conditions of the site, choose *I have read and agree*, or click the *Cancel* button at the bottom of the page.
- Click *Next*.

## Service you can count on

Meritain Health Customer Service is available Monday through Friday to answer questions members might have about your claims. Just give us a call at **1.800.925.2272**.




### Questions?

Give our Customer Service department a call at **1.800.925.2272**.

### Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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