

Meritain Health®

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Meritain Health® Member Website User Guide

www.meritain.com

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Introduction

Meritain Health offers members a user-friendly web experience, including accessing account information and other functions in a secure environment. The following guide will help you navigate your Meritain Health website and all its features.

Please note: The information contained within does not contain actual member information but rather encrypted data. Some features represented in this document may not be available to all members. Features and services are based on the member's specific health plan.

Member Website Flow

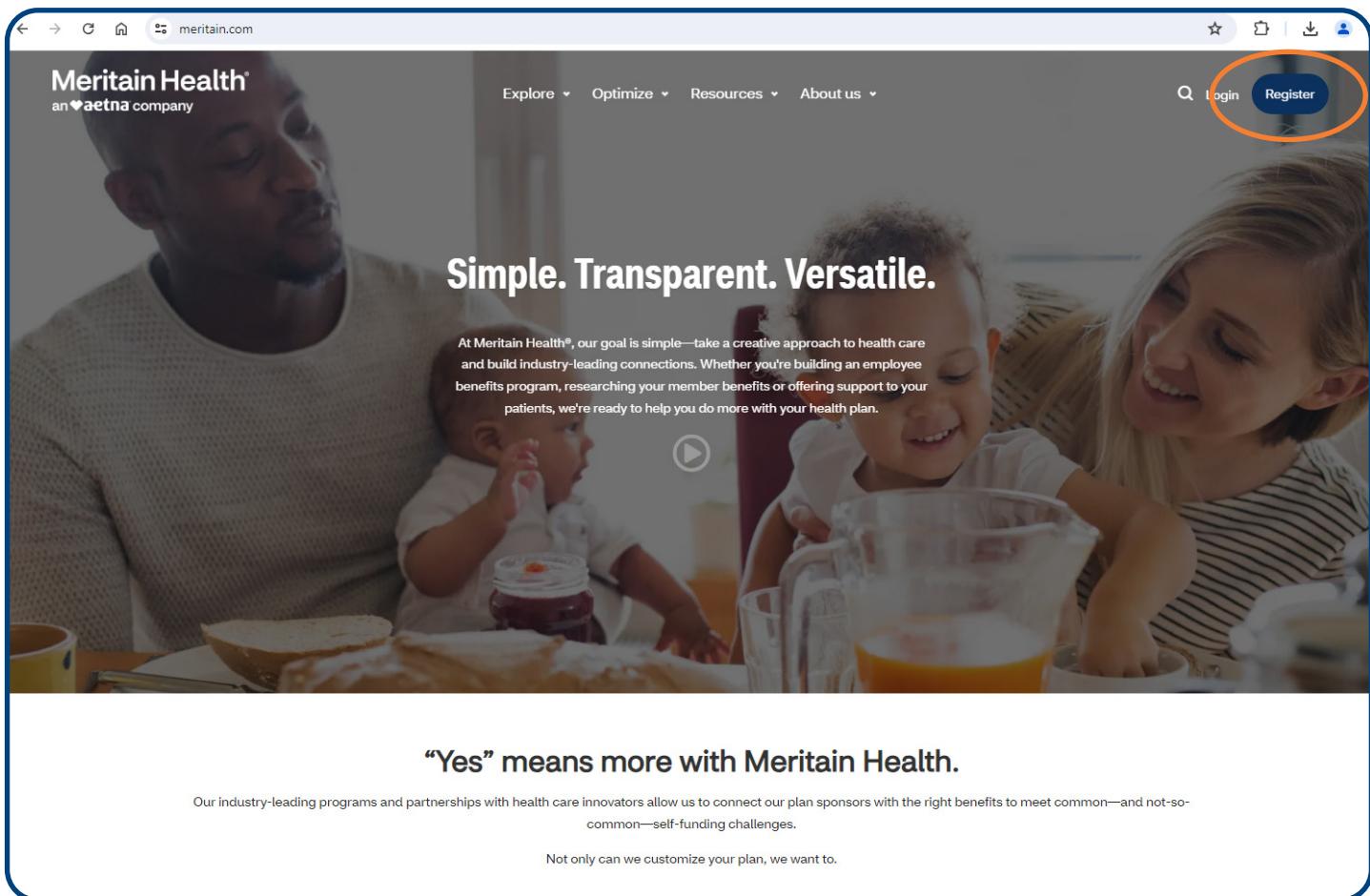
Plan	Benefits and Coverage	Claims	Tools and Resources	Find Care®	Submit a Claim	Account Settings
Summary of out-of-pocket expenses	ID card		Forms and other documents			Update account information
HRA	Letter of Coverage		Health tools			Update communication preferences
Prescription plan	Coordination of Benefits		Education			Update HIPAA authorization settings
Plan documents	Member Statements		Direct deposit forms			
Coverage overview			Discounts			

Registering and Logging In

Registering

Your Meritain Health member website has everything you need to manage your health care benefits. If you've ever wondered how much you can do when you visit your website, now is your chance to learn more!

Go to the Meritain Health website at www.meritain.com and click *Register* in the upper right-hand corner of the Login page.



Simple. Transparent. Versatile.

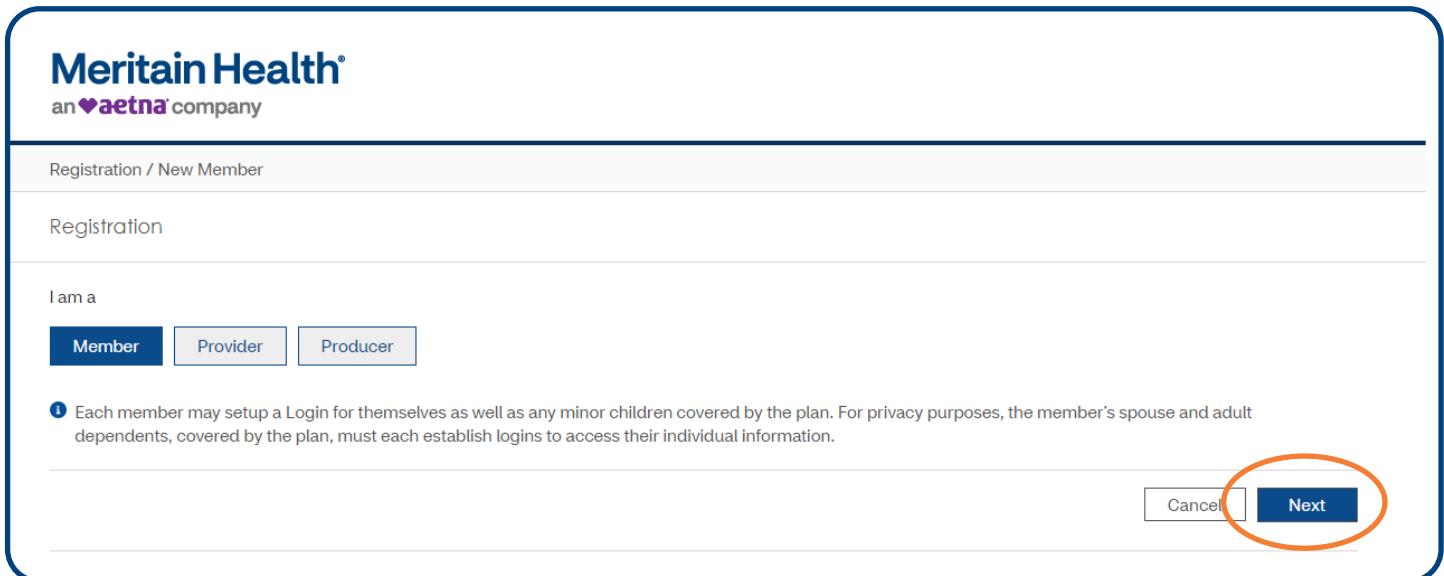
At Meritain Health®, our goal is simple—take a creative approach to health care and build industry-leading connections. Whether you're building an employee benefits program, researching your member benefits or offering support to your patients, we're ready to help you do more with your health plan.

“Yes” means more with Meritain Health.

Our industry-leading programs and partnerships with health care innovators allow us to connect our plan sponsors with the right benefits to meet common—and not-so-common—self-funding challenges.

Not only can we customize your plan, we want to.

On the registration page, click the *Member* button and then click *Next*.



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Registration / New Member

Registration

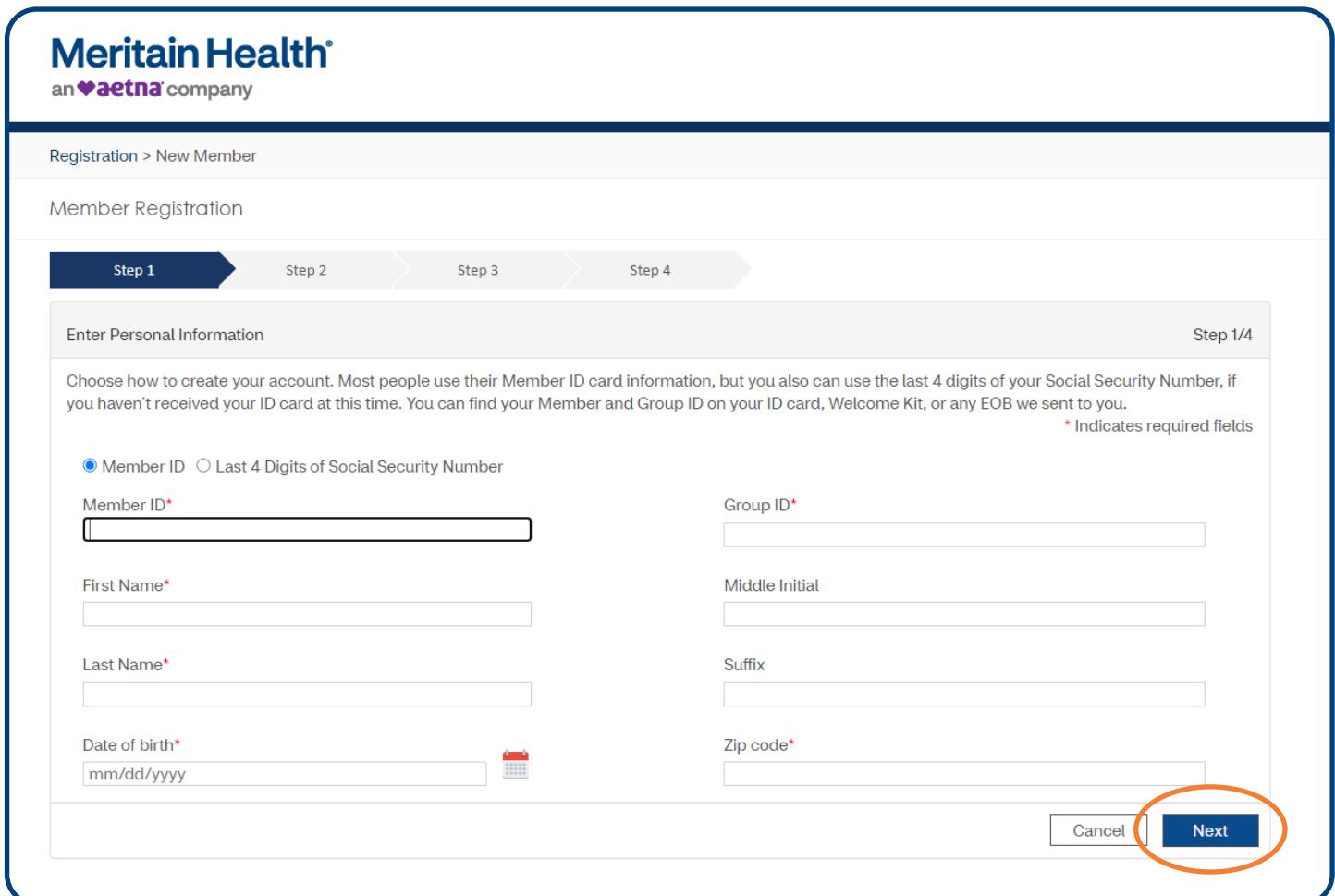
I am a

Member Provider Producer

● Each member may setup a Login for themselves as well as any minor children covered by the plan. For privacy purposes, the member's spouse and adult dependents, covered by the plan, must each establish logins to access their individual information.

Cancel Next

You have two ways to register your account on the Meritain Health website. On the member registration page, you can choose to register with the member ID and group ID found on your ID card.



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Registration > New Member

Member Registration

Step 1 Step 2 Step 3 Step 4

Enter Personal Information Step 1/4

Choose how to create your account. Most people use their Member ID card information, but you also can use the last 4 digits of your Social Security Number, if you haven't received your ID card at this time. You can find your Member and Group ID on your ID card, Welcome Kit, or any EOB we sent to you.

* Indicates required fields

Member ID Last 4 Digits of Social Security Number

Member ID*

First Name*

Last Name*

Date of birth* mm/dd/yyyy

Group ID*

Middle Initial

Suffix

Zip code*

Cancel Next

Or you can simplify the registration process by using the last four digits of your Social Security number. Then, simply complete all the required (*) fields on the screen.

The screenshot shows the Meritain Health Member Registration process. The top header reads "Meritain Health" and "an  company". The sub-header is "Registration > New Member". The main title is "Member Registration". The progress bar at the top shows "Step 1" (highlighted in dark blue), "Step 2", "Step 3", and "Step 4". The sub-header for this step is "Enter Personal Information" and the progress is "Step 1/4". A note says: "Choose how to create your account. Most people use their Member ID card information, but you also can use the last 4 digits of your Social Security Number, if you haven't received your ID card at this time. You can find your Member and Group ID on your ID card, Welcome Kit, or any EOB we sent to you." A small note at the bottom right says "Indicates required fields". The form fields include:

- Member ID Last 4 Digits of Social Security Number
- Member ID* (text input field)
- Group ID* (text input field)
- First Name* (text input field)
- Middle Initial (text input field)
- Last Name* (text input field)
- Suffix (text input field)
- Date of birth* (text input field with calendar icon)
- Zip code* (text input field)

At the bottom right are "Cancel" and "Next" buttons.

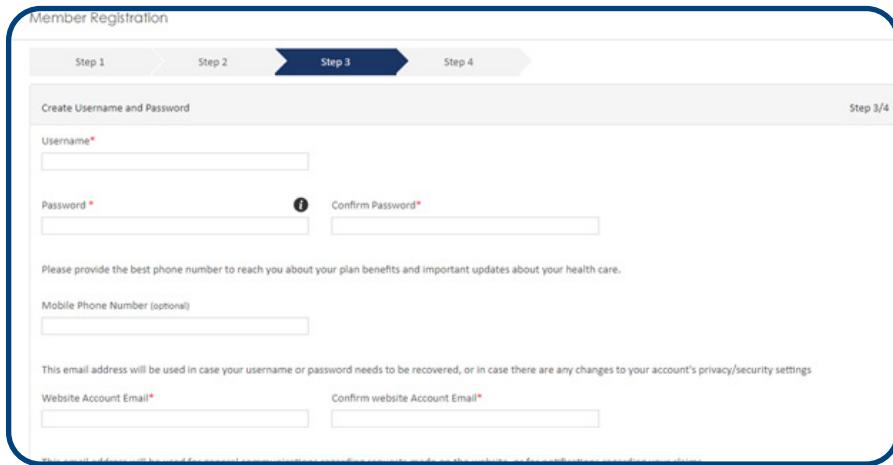
Next, review the information you provided, complete the attestation and click **Next**.

The screenshot shows the Meritain Health Member Registration process. The top header is "Member Registration". The sub-header is "Step 1" (highlighted in dark blue), "Step 2" (highlighted in dark blue), "Step 3", and "Step 4". The sub-header for this step is "Review and Confirm Information" and the progress is "Step 2/4". A note says: "Please take a moment to look at the information you entered. Click next if correct". The form fields are:

- First Name:
- Last Name:
- Middle Initial:
- Last 4-Digits of SSN:
- Group ID:
- Suffix:
- Zip Code:
- DOB:

Below these fields is a note: "By confirming that you are the above person, you are stating to be the authorized user of this account. You also understand that the information provided here is strictly confidential and cannot be viewed or modified by anyone other than the authorized user." A checkbox labeled "Yes, I am*" is present. At the bottom right are "Cancel" and "Next" buttons, with the "Next" button circled in orange.

You'll then need to create a username and password. You will need to add your mobile phone and your email address before registration is complete. You will also need to enter an email address to be used in the event you need to recover a password or change a security question. You'll have option to enter a separate email address for electronic communication, or you can simply use the same email you previously entered.

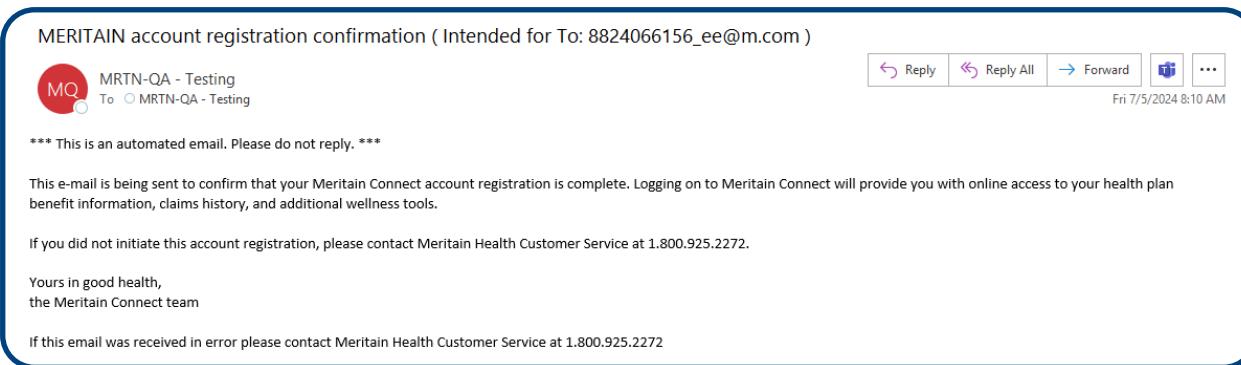


Then, select the option to receive electronic communications or continue to receive paper. Agree to the terms and conditions and click *Next*.

If you need to change your email on file, please go to the portal home page and click on the icon located next to the "Logout" button in the top right. From there, click on the "Edit" link located to the right of your email.
Claim information for dependents over the age of eighteen will continue to be sent via standard mail.
You can opt out of this service at any time by changing your Electronic Communications Preferences and clicking "Withdraw".

Yes, I would like electronic communications No, I prefer to receive paper

Your registration is now complete. An email notification will be sent to the member website account email address.



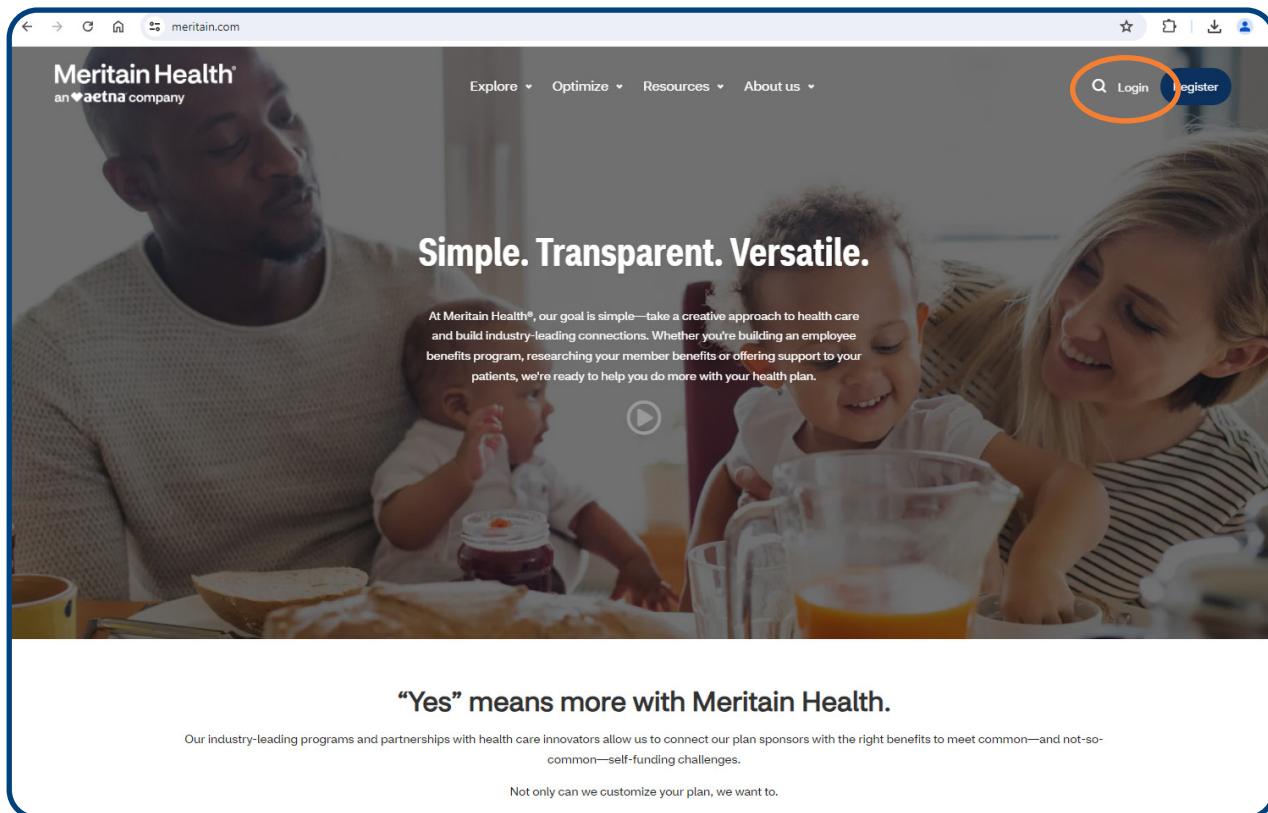
You're all set and ready to log in to your Meritain Health member website!

login here. For more information check your email.' A note at the bottom right says 'Step 4 / 4'." data-bbox="115 789 875 918"/>

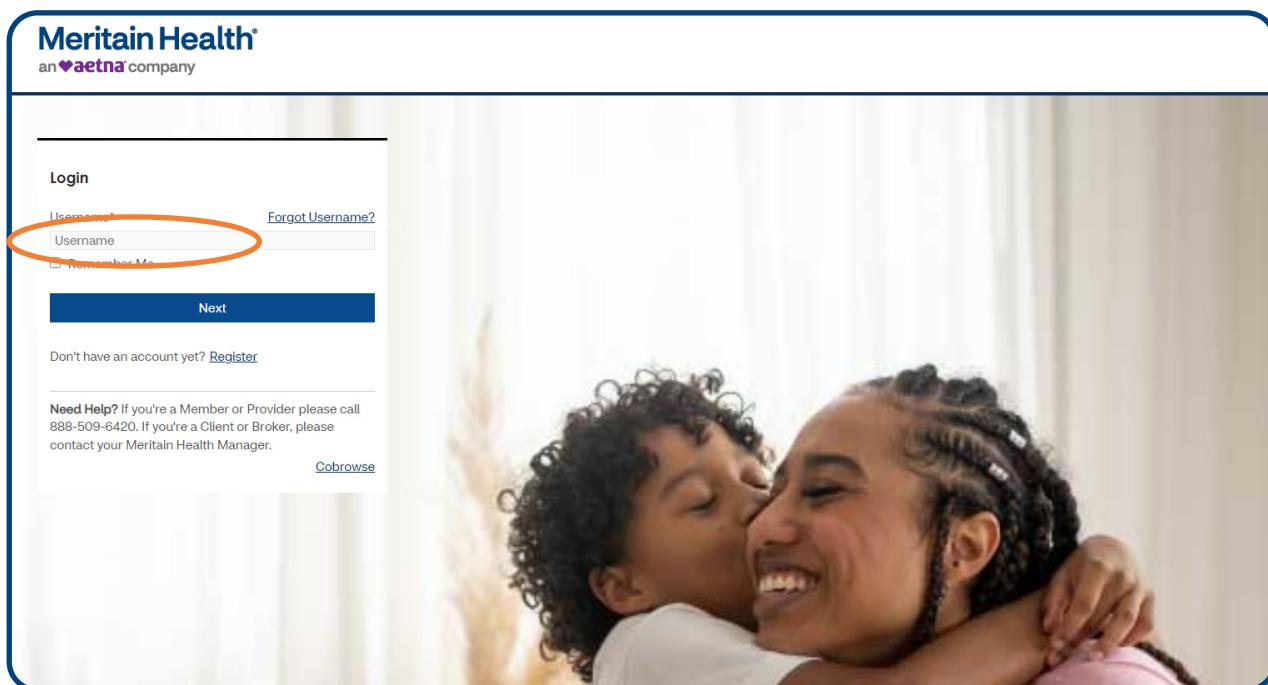
Logging In

To log in, you'll need to click the *Login* button in the upper right-hand corner of www.meritain.com.

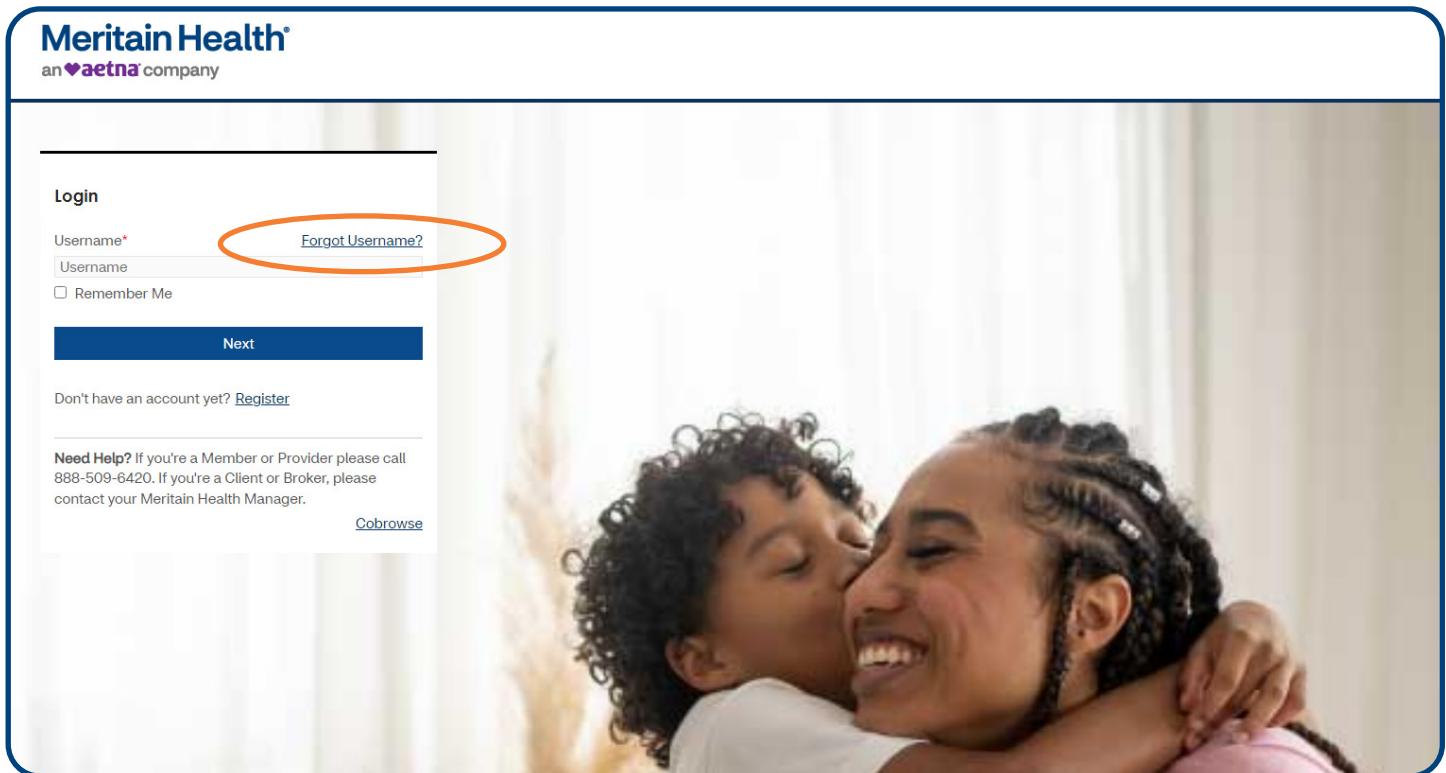
You can also find the **Login** page on account.meritain.com.



Then, enter your username, click the *Next* button, enter your password and click *Sign in*.



If you forget your username or password (or both!) that's okay. Simply click the *Forgot Username* link on the *Login* homepage and follow the prompts.



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Login

Username* [Forgot Username?](#)

Remember Me

Next

Don't have an account yet? [Register](#)

Need Help? If you're a Member or Provider please call 888-509-6420. If you're a Client or Broker, please contact your Meritain Health Manager.

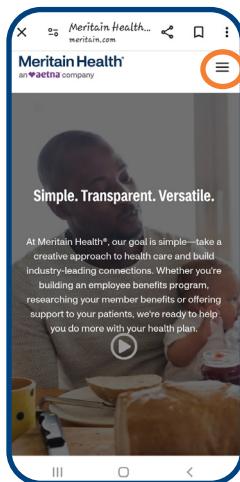
[Cobrowse](#)



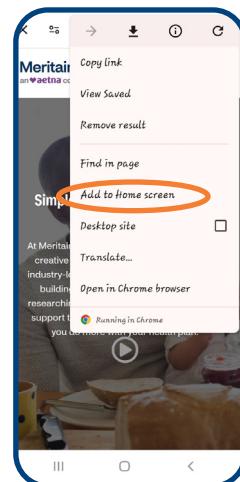
Adding the Meritain Health Application to Your Mobile Device

Do you have the Meritain Health app yet? You can reach our member website in just one click. With the app, you can access everything available on our website with real time updates on any device. You can easily access all services related to your benefits with a single sign on. The Meritain Health app makes it easy to track your benefits and get the care you need on the go. Why not get started today? It's quick and easy to download.

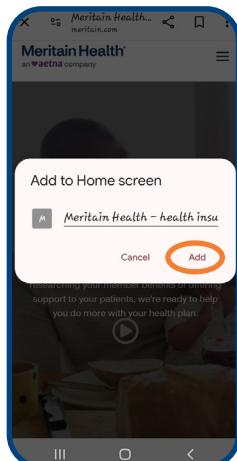
Android™



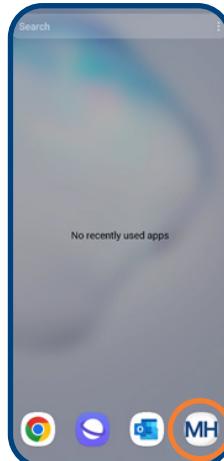
1. If you have an Android device, log in to your member website through www.meritain.com. Once on the homepage, click on the widget on the top right-hand corner.



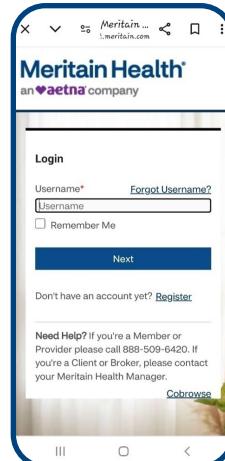
2. Select *Add to Home Screen* at the bottom of the page.



3. Click *Add to homepage* or *Cancel* to opt-out.

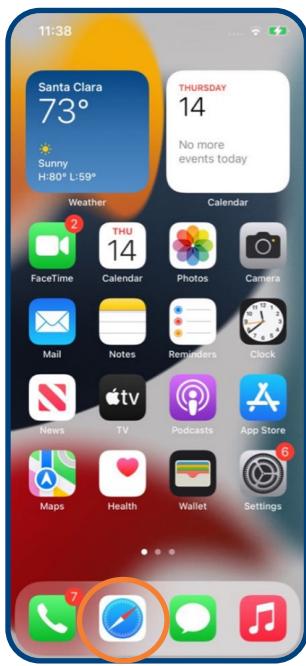


4. Your Meritain Health app logo will then be installed and added to your home screen.

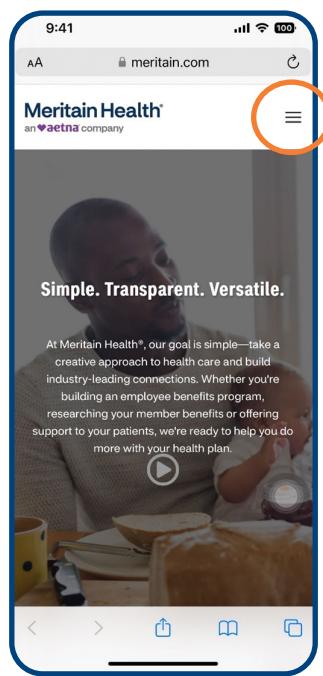


5. Now, launch the app from your home screen and log in.

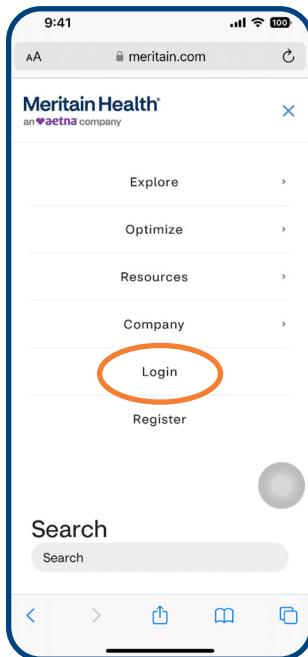
iPhone®



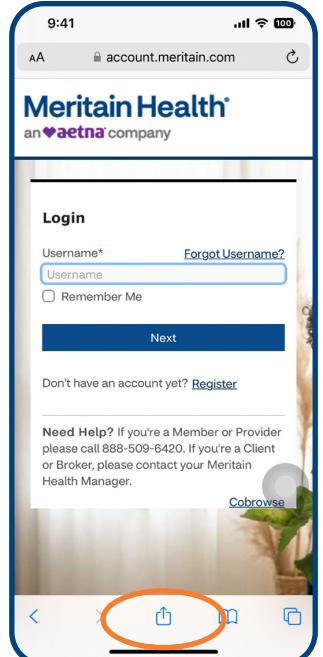
1. If you have an Apple device, first open your Safari web browser.



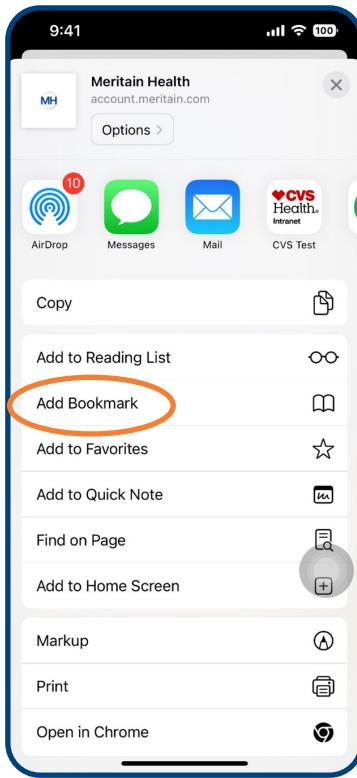
2. Go to the Meritain Health website at www.meritain.com. Click the drop-down menu in the top right-hand corner.



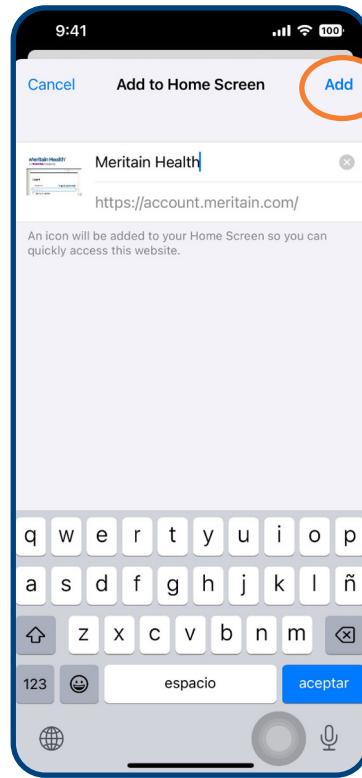
3. Choose *Login* from the menu selections.



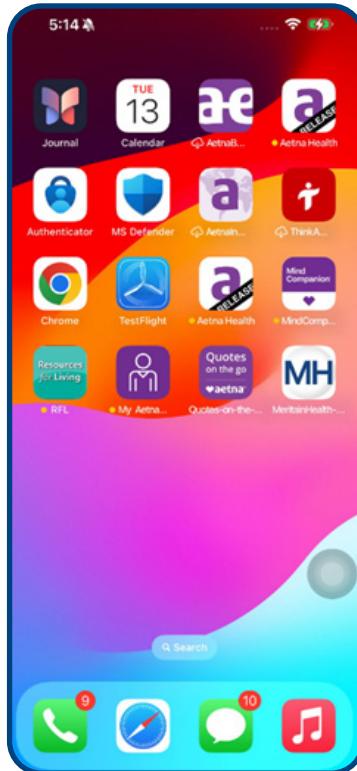
4. Next, tap the share icon located at the bottom center of your screen.



5. Scroll through the options listed and select *Add Bookmark*.



6. Then, just click *Add* in the top right-hand corner to add the Meritain Health mobile app.



Your Member Website Dashboard

You can find valuable information about your health care plan on your homepage. It's the first thing you'll see when you log in to your account. From your dashboard, you'll get a complete picture of your benefits plan information. You can also start from your dashboard and navigate to anywhere on your member website.

You'll see infographics that can help you:

- View coverage for you and your dependents.
- Print or request ID cards.
- Update your other insurance information.
- Track your out-of-pocket expenses and progress toward your deductible.
- Track your claims status and amounts you may owe.
- View visit-specific limits for certain services you and your dependents have used for the year so far.
- Download important forms and documents.
- Link to your member resources, provider search and discount information.

Coverage

Medical	Dental	Vision	Rx	Other	
Group ID 99980	Group Name Demo Group			Name JANEY DOEY (Self)	Effective Date 07/01/2024
99980	Demo Group			JOHNNY DOEY (Married Spouse)	07/01/2024
99980	Demo Group			ROBERT DOEY (Child By Birth)	07/01/2024
99980	Demo Group			MARY DOEY (Child By Birth)	07/01/2024
99980	Demo Group			TEST TEST (Unknown Child)	05/20/2025

[Member ID Cards >](#)
[All Coverages >](#)



Meritain Go
Making health simple

Member Resources [View All >](#)

Healthcare Blue Book
Teladoc
24x7 Nurse Line
Aetna Resources For Living
Livongo

From the top toolbar of your dashboard, you can also link to information about your plan, benefits coverage, covered dependents, claims and much more. Your dashboard is a one-stop-shop for all the valuable information you need to manage your health care benefits!

How to View Your Out-Of-Pocket Expenses

Your out-of-pocket expenses are the amounts you owe until you meet your deductible and your plan coverage begins.

Your Meritain Health member website gives you a quick view of your out-of-pocket expenses to help you plan for health care spending. Right from your dashboard, you can see how much you've spent so far for the plan year, and how close you are to meeting your deductible.

You can also find your out-of-pocket expenses from the homepage. Simply click on the *View All* text in the *Out-of-Pocket Expenses* tile. If you have a family plan, you can view out-of-pocket spending for each dependent on your plan, as well as out-of-pocket spending for your entire family. If you have a single plan, you'll see only your own out-of-pocket expenses.

Out-of-Pocket Expenses

[View All >](#)

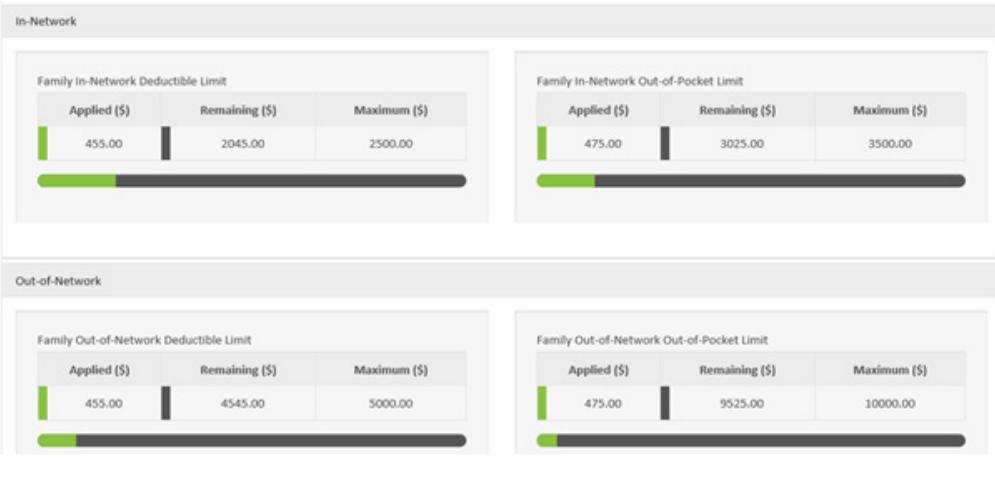
Medical Dental

Family In-Network Deductible Limit - \$2500.00

\$0.00	\$2500.00
Spent	Remaining

Family In-Network Out-of-Pocket Limit - \$3500.00

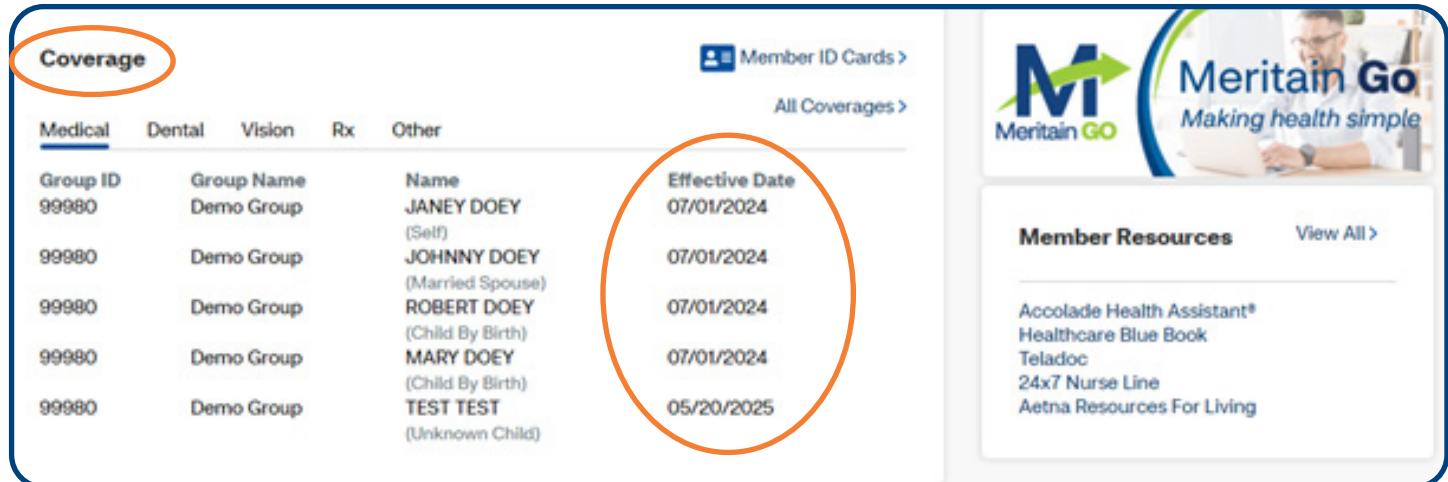
\$0.00	\$3500.00
Spent	Remaining



The out-of-pocket infographics show you how much has been applied to your out-of-pocket expenses, how much of your deductible is remains and how much you've spent towards your out-of-pocket maximum. It's a quick, easy way to track your benefits spending.

Review of Plan Information

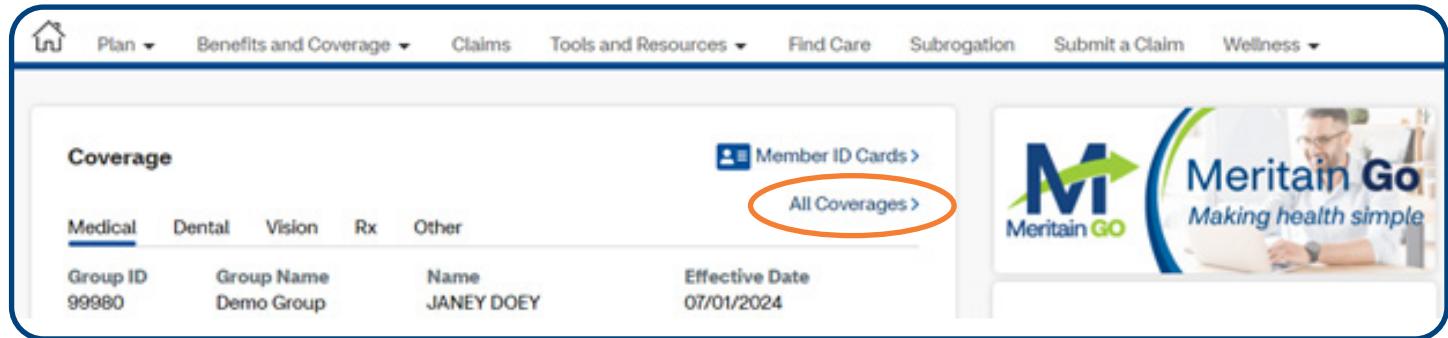
You can get information about your health care benefits from your member website homepage. You can see who is covered on your plan and their effective date of coverage.



The screenshot shows the Meritain Health member website homepage. On the left, there is a 'Coverage' section with tabs for Medical, Dental, Vision, Rx, and Other. The Medical tab is selected. The table lists five group members with their names and effective dates of coverage. An orange circle highlights the 'Effective Date' column. On the right, there is a 'Member Resources' section with links to various services, and the Meritain GO logo.

Group ID	Group Name	Name	Effective Date
99980	Demo Group	JANEY DOEY (Self)	07/01/2024
99980	Demo Group	JOHNNY DOEY (Married Spouse)	07/01/2024
99980	Demo Group	ROBERT DOEY (Child By Birth)	07/01/2024
99980	Demo Group	MARY DOEY (Child By Birth)	07/01/2024
99980	Demo Group	TEST TEST (Unknown Child)	05/20/2025

For any additional information about your benefits, just click on the *All Coverages* arrow in the Coverage tile.



The screenshot shows the Meritain Health member website homepage. On the left, there is a 'Coverage' section with tabs for Medical, Dental, Vision, Rx, and Other. The Medical tab is selected. The table lists one group member with their name and effective date of coverage. An orange circle highlights the 'All Coverages' link. On the right, there is a 'Member Resources' section with links to various services, and the Meritain GO logo.

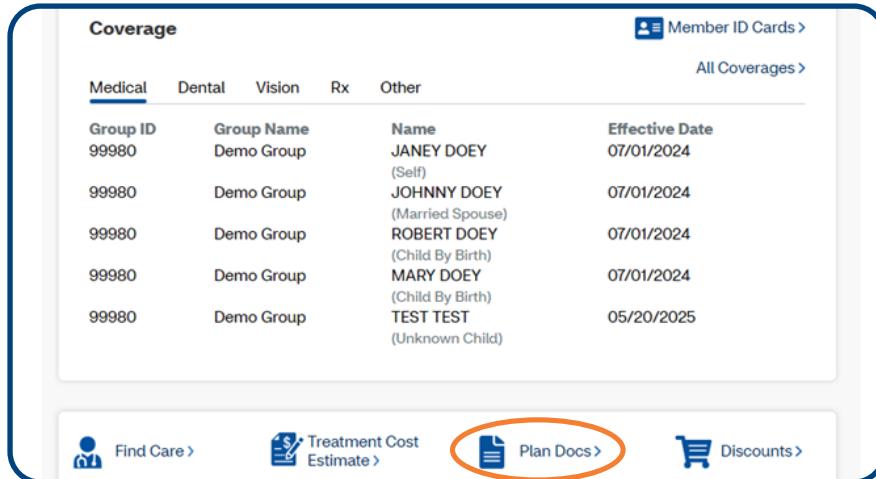
Group ID	Group Name	Name	Effective Date
99980	Demo Group	JANEY DOEY	07/01/2024

You'll be able to find the following:

- Who's covered under your plan
- What coverage each of your dependents currently has, such as medical, dental or vision
- The effective dates of coverage
- Historical coverage information, to help you track your past coverage

Review and Access Plan Documents

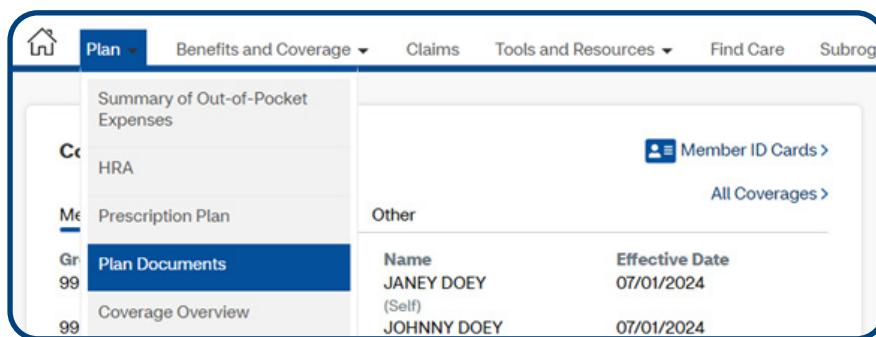
You have two ways to view your plan documents. First, you can click on the *Plan Docs* icon on your dashboard.



The screenshot shows a 'Coverage' dashboard. At the top, there are tabs for Medical, Dental, Vision, Rx, and Other. To the right, there are links for 'Member ID Cards' and 'All Coverages'. Below these, a table lists plan documents with columns for Group ID, Group Name, Name, and Effective Date. The table includes entries for JANET DOEY, JOHNNY DOEY, ROBERT DOEY, MARY DOEY, and TEST TEST. At the bottom, there are links for 'Find Care', 'Treatment Cost Estimate', 'Plan Docs' (which is circled in orange), and 'Discounts'.

Or, from the *Plan* drop-down, click on the *Plan Documents* link.

You'll arrive at your *Plan Documents* page. You can download documents associated with all aspects of your coverage, including medical, dental and vision. Just click on the document link in the *Plan Documents* column.



The screenshot shows a 'Plan' dropdown menu with options for Benefits and Coverage, Claims, Tools and Resources, Find Care, and Subrogation. Below the menu, there are sections for 'Summary of Out-of-Pocket Expenses', 'HRA', 'Prescription Plan', and 'Plan Documents'. The 'Plan Documents' link is highlighted with an orange circle. To the right, there are links for 'Member ID Cards', 'All Coverages', and a table for 'Other' documents with columns for Name, Effective Date, and Start Date. The table includes entries for JANET DOEY, JOHNNY DOEY, and TEST TEST.

Your member website makes it fast and easy to look up health care coverage information when you have questions.



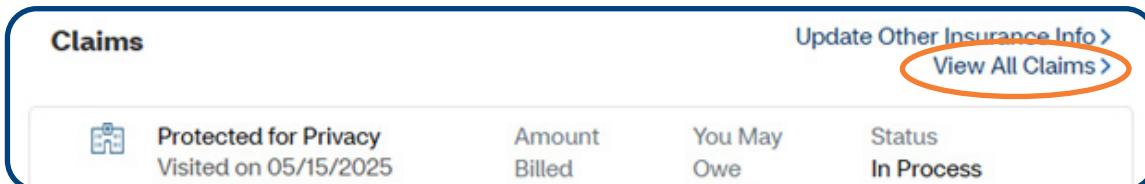
Group ID	Division ID	Member Name	Member Type	Plan Name	Document Status	Start Date	End Date	Product	Plan Documents
99980	99980.001	JANEY DOEY	Subscriber	No Info Available	Current	07/01/2024		Medical	10954-0704
99980	99980.001	JANEY DOEY	Subscriber	No Info Available	Current	07/01/2024		Dental	10954-0704
99980	99980.001	JANEY DOEY	Subscriber	No Info Available	Current	07/01/2024		Vision	10954-0704

How to View Your Claims

Keeping track of your health care claims is a smart way to track your health care spending. Plus, if you owe any member responsibility, you'll need to be aware.

You can view a list of claims for you and your dependents from your Meritain Health member website homepage. You can learn more about each claim by clicking the arrow next to the claim.

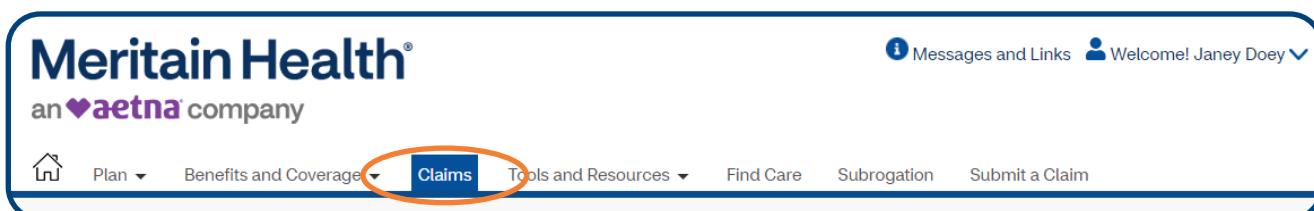
By clicking *View All Claims* in the *Claims* box, you can link to a full listing on your *Claims Summary* page.



Claims Update Other Insurance Info >
[View All Claims >](#)

 Protected for Privacy Visited on 05/15/2025	Amount Billed	You May Owe	Status In Process
--	---------------	-------------	----------------------

You can also reach the *Claims Summary* page when you click on *Claims* on the top tool bar of your dashboard.

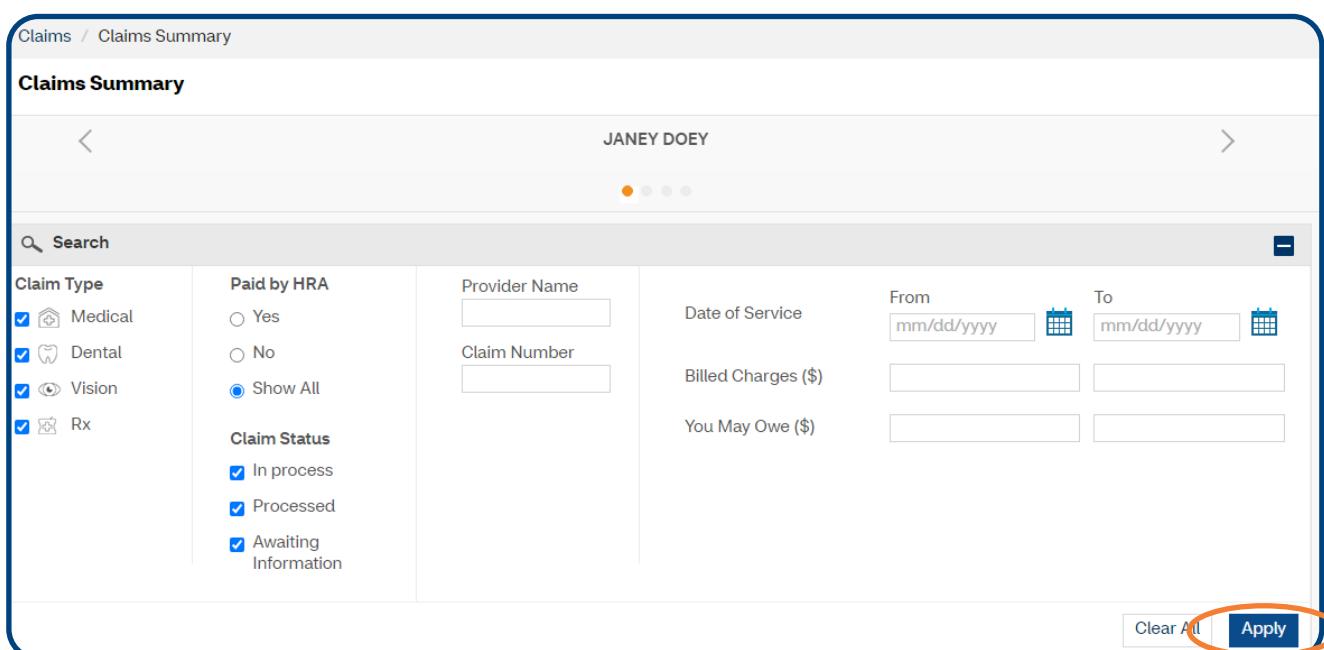


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Messages and Links Welcome! Janey Doe y

[Home](#) Plan ▾ Benefits and Coverage ▾ **Claims** Tools and Resources ▾ Find Care Subrogation Submit a Claim

On your *Claims Summary* page, you can enter identifying information to search for specific claims. Simply enter the information in the appropriate boxes. You can search for claims based on claim type, claim status, provider name, claim number or dates of service. Then click the *Apply* button.



Claims / Claims Summary

Claims Summary

JANEY DOEY

Search

Claim Type <input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> Dental <input checked="" type="checkbox"/> Vision <input checked="" type="checkbox"/> Rx	Paid by HRA <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Show All	Provider Name <input type="text"/>	Date of Service <input type="text"/> From mm/dd/yyyy <input type="button" value="Calendar"/> To mm/dd/yyyy <input type="button" value="Calendar"/>
	Claim Status <input checked="" type="checkbox"/> In process <input checked="" type="checkbox"/> Processed <input checked="" type="checkbox"/> Awaiting Information	Claim Number <input type="text"/>	Billed Charges (\$) <input type="text"/>
			You May Owe (\$) <input type="text"/>

Apply

To review a particular claim, click on the claim number or *View* arrow.

<p><i>i</i> Please wait until the claim is processed to know the actual dollar values.</p>							
Claim Status	Claim Type	Provider Name	Date of Service	Claim Number	Billed Charges	You May Owe	Details
In Process	Medical	INCOMPLETE/ILLEGIBLE CLAIM DEFAULT	07/05/2023	GLOM465	\$222.00	<i>i</i>	View
In Process	Medical	REIMBURSEMENT FORM DEFAULT	09/14/2022	FH8W927	\$0.00	<i>i</i>	View
In Process	Medical	INCOMPLETE/ILLEGIBLE CLAIM DEFAULT	02/02/2022	EQ3BB86	\$1.00	<i>i</i>	View
In Process	Medical	INCOMPLETE/ILLEGIBLE CLAIM DEFAULT	07/10/2019	B45YR83	\$10.00	<i>i</i>	View

A claims detail page will open with more information. It's that simple!

Back To Claims Summary	
Claim Information	
Group ID	99980
Subscriber	JANEY DOEY
Patient Name	JANEY DOEY
Patient Account Number	
Provider Name	INCOMPLETE/ILLEGIBLE CLAIM DEFAULT
Payment Information	
 You May Owe <i>i</i>	
Billed Charges \$222.00	
* Exact amount owed may be different, see EOB for details	
Processed Date	
Paid Date	07/12/2023
Paid Amount	<i>i</i>
Check Number	
Paid to	JANEY DOEY
Paid to Address1	2370 SCIENCE PARKWAY
Paid to Address2	
Paid to City	OKEMOS
Paid to State	MI
Paid to Zip Code	48864

How to View an Explanation of Benefits (EOB)

Sometimes, you may need more information about how your claim was processed—how your benefits were applied and how much you'll need to pay. You can get this through an Explanation of Benefits statement, or EOB.

To view an EOB, just click the *View EOB* link on each claims detail page.

Meritain Health®
an  company

Messages and Links Welcome! Eric Dean Kleinenhen P ✓

Home Plan ▾ Benefits and Coverage ▾ Claims Tools and Resources ▾ Find Care Subrogation Submit a Claim Wellness ▾

Claims / Claims Summary / Claims Detail

Claim Details for Claim# GJ2JL90

[Back To Claims Summary](#) View EOB

Claim Information

Group ID	127
Subscriber	ERIC DEAN
Patient Name	ERIC DEAN
Patient Account Number	
Provider Name	FRIEDELL
Address 1	
Address 2	
City	LANCASTER
State/Province	OH
Zip Code	43130-9539

Payment Information

 **You May Owe**
0.00

Billed Charges \$25.00

* Exact amount owed may be different, see EOB for details

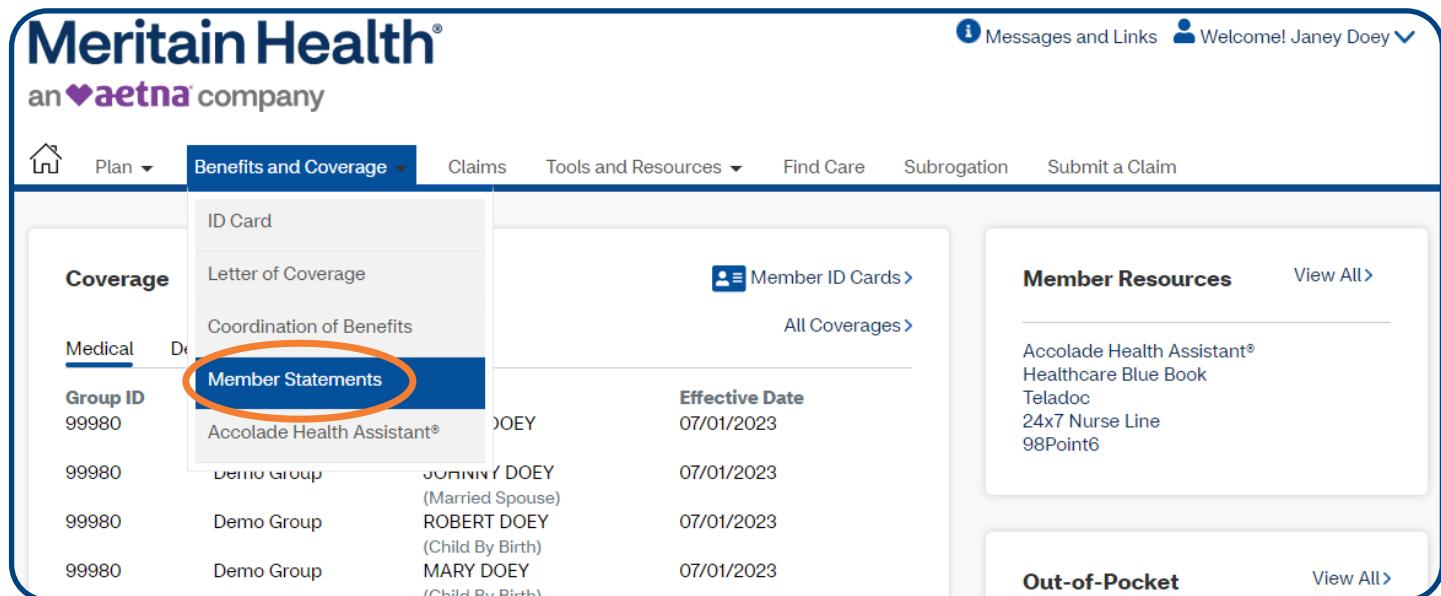
Processed Date	06/27/2023
Paid Date	06/27/2023
Paid Amount	\$21.25
Check Number	89935273
Paid to	FRIEDELL
Paid to Address1	APT 251 H
Paid to Address2	

Member Statement

Member statements are easy-to-understand. The layout is like a bank statement—something that is recognizable and can be reviewed quickly.

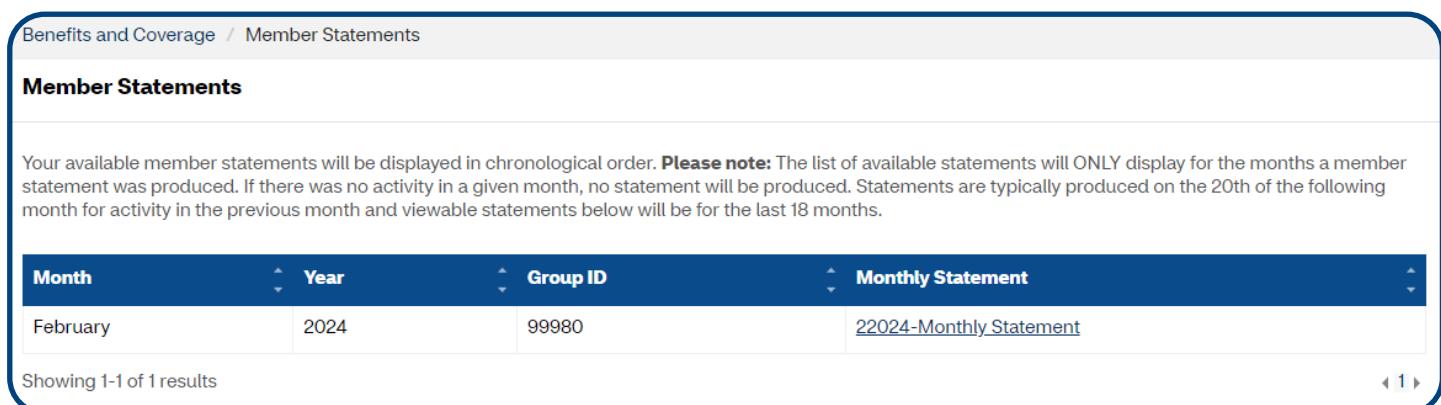
Your member statements will be mailed the second week of each month. At a glance, you will see all claims processed in the previous month. EOBS are always available online and will continue to be sent only in cases of coverage denials. These EOBS will contain instructions for filing appeals.

You can access your statements by clicking Benefits and Coverage on the top menu bar of the homepage. Then, select the *Member Statements* option in the drop-down.



The screenshot shows the Meritain Health homepage. At the top, there is a navigation bar with links for 'Messages and Links', 'Welcome! Janey Doe', 'Home', 'Plan', 'Benefits and Coverage' (which is currently selected and highlighted in blue), 'Claims', 'Tools and Resources', 'Find Care', 'Subrogation', and 'Submit a Claim'. Below the navigation bar, there is a section for 'Coverage' with a 'Medical' tab selected. Under 'Medical', there is a list of 'Group ID' numbers: 99980, 99980, 99980, and 99980. Each group entry includes 'Demo Group' and a list of members: JOHN DOEY (Married Spouse), ROBERT DOEY (Child By Birth), and MARY DOEY (Child By Birth). To the right of the coverage list, there are links for 'Member ID Cards', 'All Coverages', 'Effective Date' (07/01/2023), and 'Member Resources' (which includes links to 'Accolade Health Assistant', 'Healthcare Blue Book', 'Teladoc', '24x7 Nurse Line', and '98Point6'). Below the coverage list, there is a section for 'Out-of-Pocket' with a 'View All' link.

Your available member statements will be displayed in chronological order. Click on the *Monthly Statement* link and your download statement will be available.



The screenshot shows the 'Member Statements' page. At the top, there is a breadcrumb navigation 'Benefits and Coverage / Member Statements'. Below the breadcrumb, the title 'Member Statements' is displayed. A note states: 'Your available member statements will be displayed in chronological order. **Please note:** The list of available statements will ONLY display for the months a member statement was produced. If there was no activity in a given month, no statement will be produced. Statements are typically produced on the 20th of the following month for activity in the previous month and viewable statements below will be for the last 18 months.' Below the note, there is a table with columns: 'Month', 'Year', 'Group ID', and 'Monthly Statement'. The table shows one result: February 2024, Group ID 99980, with a link to '22024-Monthly Statement'. At the bottom of the page, it says 'Showing 1-1 of 1 results' and has navigation arrows.

Sample statement

Meritain Health®
an  company

MERITAIN HEALTH
PO BOX 853921
RICHARDSON TX 75085

Forwarding Service Requested

J10B 1
1044 556

Page 1 of 3

J10B [1] 1 of 2



Explanation of Benefits

**RETAIN FOR TAX PURPOSES
THIS IS NOT A BILL**

Customer Service Information

If you have any questions call our Customer Service Depart. at (888)627-8889
Benefit information and claim status available by fax 24 hours.

Group Name:ABC Company
Group#:ABCDE
Dept Code:0000
Employee or Adult Dependent:
JANE A DOE
Patient:JANE A DOE
Prepared On:10/02/2023
EOB #:0000000000

Claim#:		20240000001		Provider: DOCTOR MD		Insured Name: JANE A DOE					
Patient:		JANE A DOE		Patient#: DOE-12345-							
Treatment Dates	Description	Billed Amount	Not Covered	Reason Code	PPO Discount	Penalty Amount	Covered Amount	Deductible Amount	Co-pay Amount	Paid At	Payment Amount
01/03-01/10/2024		\$2,500.00	\$2,500.00	1 2	\$0.00	\$2,500.00	\$0.00	\$0.00	\$0.00	0%	\$0.00
	Column Totals	\$2,500.00	\$2,500.00			\$0.00	\$2,500.00	\$0.00	\$0.00		\$0.00
	Co-pay Amount					\$0.00					Other Insurance Credits \$0.00
	Deductible Amount					\$0.00					Total Payment Amount \$0.00
	Out Of Pocket Amount					\$0.00					
	Over Reasonable and Customary					\$0.00					
	Patient's Responsibility:	\$0.00									

Claim#:		20240000001		Provider: DOCTOR MD		Insured Name: JANE A DOE					
Patient:		JANE A DOE		Patient#: DOE-12345-							
Treatment Dates	Description	Billed Amount	Not Covered	Reason Code	PPO Discount	Penalty Amount	Covered Amount	Deductible Amount	Co-pay Amount	Paid At	Payment Amount
01/03-01/10/2024		\$2,500.00	\$0.00	3 2	\$1,244.06	\$0.00	\$1,255.94	\$0.00	\$0.00	100%	\$1,255.94
	Column Totals	\$2,500.00	\$0.00		\$1,244.06	\$0.00	\$1,255.94	\$0.00	\$0.00		\$1,255.94
	Co-pay Amount					\$0.00					Other Insurance Credits \$0.00
	Deductible Amount					\$0.00					Total Payment Amount \$1,255.94
	Out Of Pocket Amount					\$0.00					
	Over Reasonable and Customary					\$0.00					
	Patient's Responsibility:	\$0.00									

Reason Code Description

1 Diagnosis code is not covered under the family planning benefit

How to View and Print ID cards

If you or a member of your family has lost your ID card, that's okay! You can view your existing ID card, order new or extra cards online and print temporary cards in the meantime. Here's what you need to know!

You can access your member ID cards right from your homepage. Just click the *Member ID Cards* link in the Coverage box.

Meritain Health®
an  company

[Home](#) Plan Benefits and Coverage Claims Tools and Resources Find Care Subrogation Submit a Claim

Messages and Links  Welcome! Jane Doe ✓

Coverage

Medical	Dental	Vision	Rx
Group ID 99980	Group Name Demo Group	Name JANEY DOEY (Self)	Effective Date 07/01/2023
99980	Demo Group	JOHNNY DOEY (Married Spouse)	07/01/2023
99980	Demo Group	ROBERT DOEY (Child - Blin)	07/01/2023

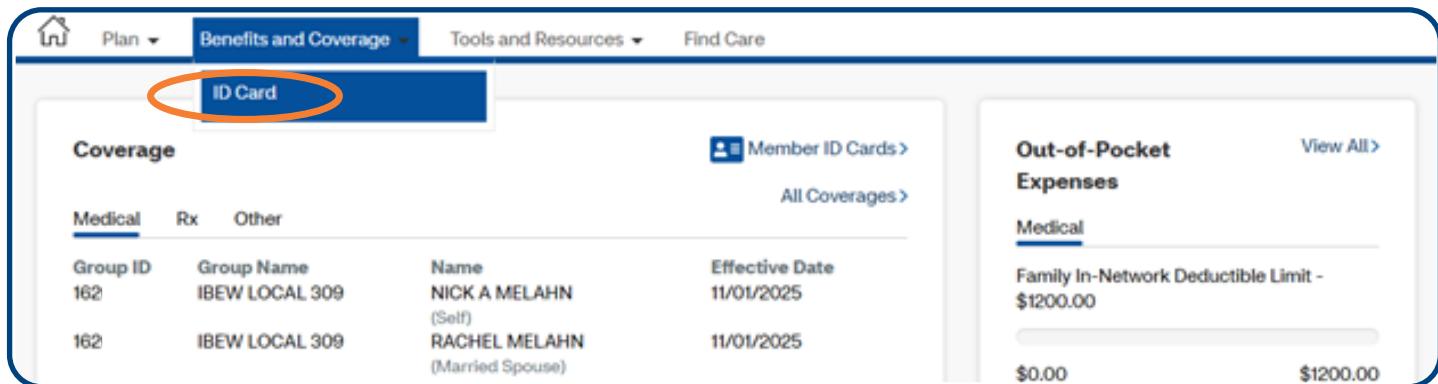
 [Member ID Cards >](#)

All Coverages >

Member Resources [View All >](#)

Accolade Health Assistant®
Healthcare Blue Book
Teladoc
24x7 Nurse Line
98Point6

You can also click on the *Benefits and Coverage* drop-down and select *ID Card*.



Coverage

Medical Rx Other

Group ID	Group Name	Name	Effective Date
162	IBEW LOCAL 309	NICK A MELAHN (Self)	11/01/2025
162	IBEW LOCAL 309	RACHEL MELAHN (Married Spouse)	11/01/2025

Member ID Cards >
All Coverages >

Out-of-Pocket Expenses

View All >

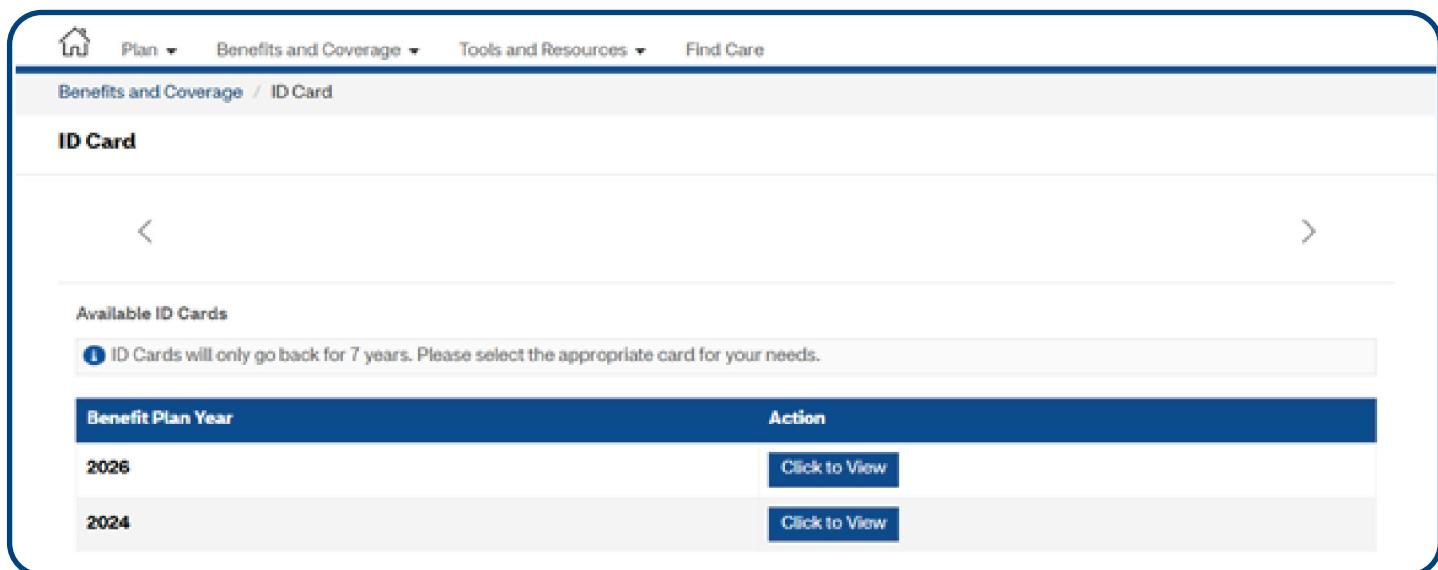
Medical

Family In-Network Deductible Limit - \$1200.00

\$0.00 \$1200.00

You'll be able to view your card and download a PDF. You can also request to have a copy of your card emailed to you or emailed/faxed to your provider! You can also order new ID cards for delivery to you by mail.

If you have ID cards from prior years with Meritain Health, you will see multiple *Click to View* selection options to view ID cards from prior plan years. Past ID cards will go back seven years and your Meritain Health member website will begin retaining historical ID cards as of 2026 plan year.



Benefits and Coverage / ID Card

ID Card

< >

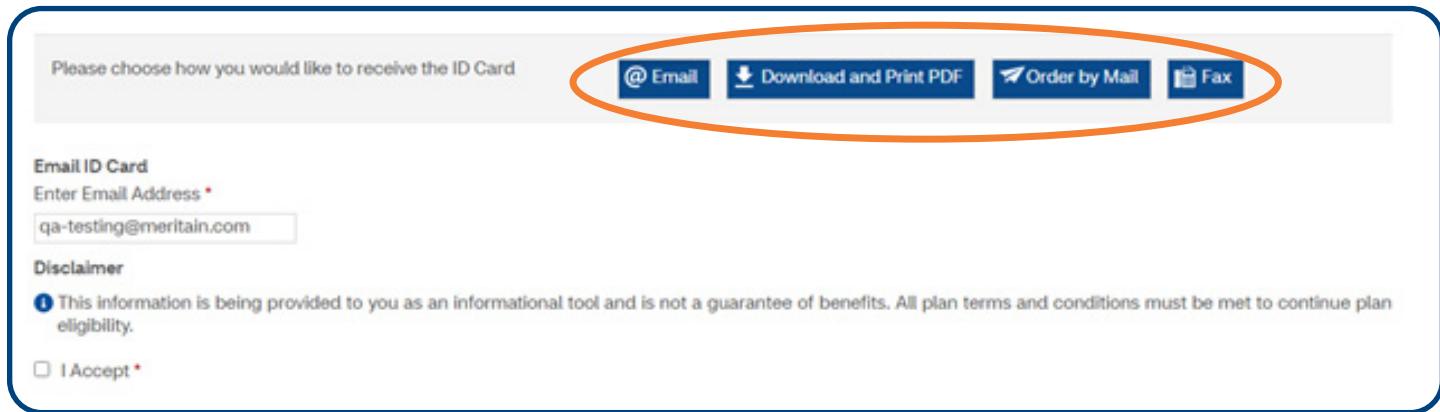
Available ID Cards

Benefit Plan Year **Action**

Benefit Plan Year	Action
2026	Click to View
2024	Click to View

If you do not have prior ID cards available for review, you will not be given specific benefit plan year options and your active ID card will load without having to select an option.

Please note: we don't provide mail services for expired ID cards.

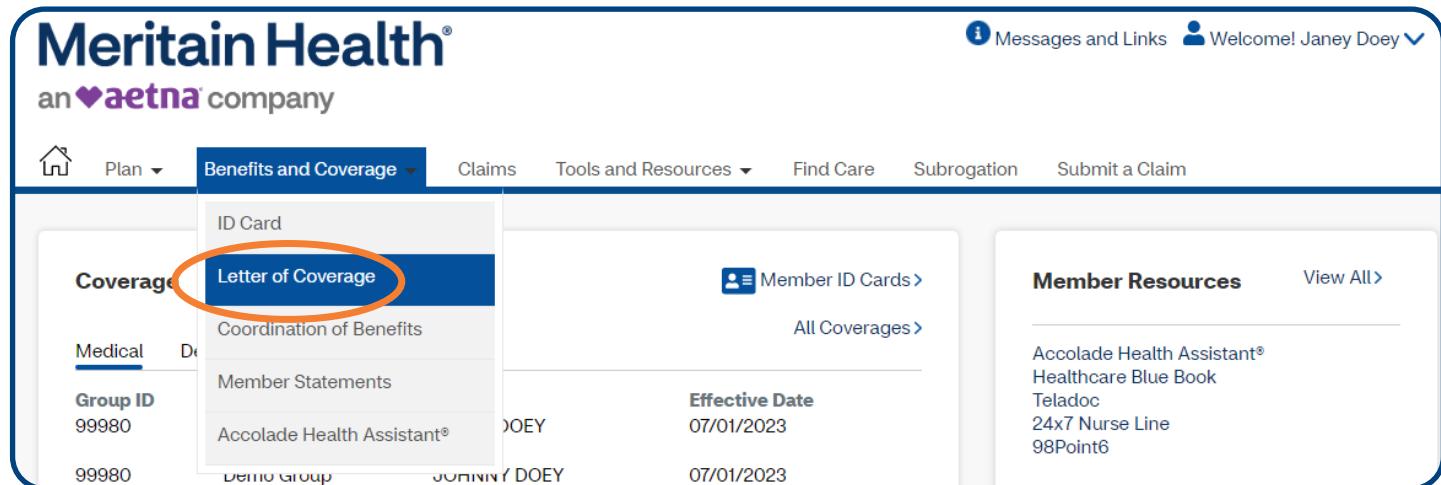


If a dependent over the age of 18 needs a new ID card, they will need to log in to their individual website account and follow these steps.

How to Request a Letter of Coverage (LOC)

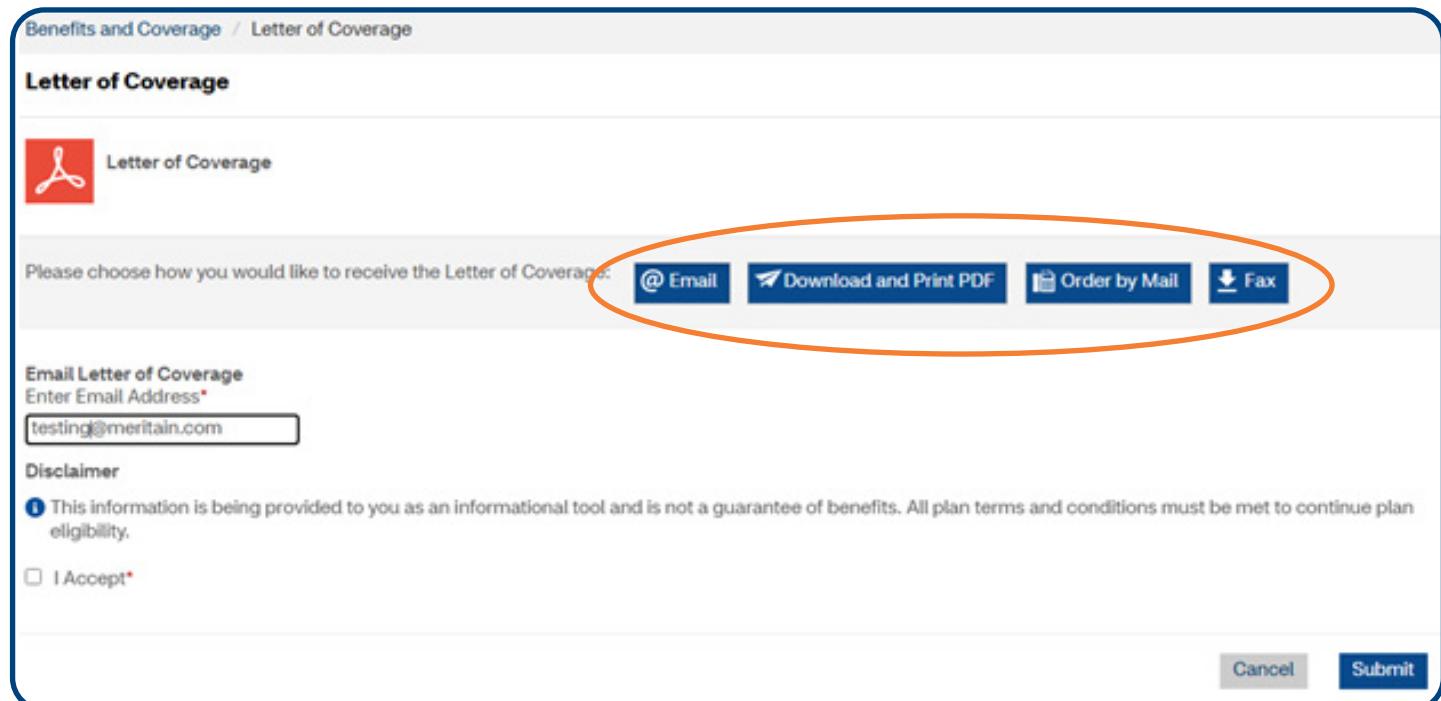
You may find you need a Letter of Coverage to qualify for COBRA benefits or if your adult dependent is applying for their own insurance. If so, you can request one from your Meritain Health member website.

Simply click on the *Benefits and Coverage* drop-down along the top toolbar and choose *Letter of Coverage*.



The screenshot shows the Meritain Health member website interface. At the top, there is a navigation bar with links for 'Messages and Links', 'Welcome! Janey Doe', and a dropdown for 'Janey Doe'. Below the navigation bar is the Meritain Health logo and a subtext 'an  aetna company'. The main menu bar includes 'Plan', 'Benefits and Coverage' (which is highlighted in blue and has a dropdown arrow), 'Claims', 'Tools and Resources', 'Find Care', 'Subrogation', and 'Submit a Claim'. The 'Benefits and Coverage' dropdown menu is open, showing options: 'ID Card', 'Letter of Coverage' (which is circled in orange), 'Coordination of Benefits', 'Member Statements', and 'Accolade Health Assistant®'. To the right of the dropdown, there is a 'Member ID Cards' link and a 'All Coverages' link. Below the dropdown, there is a table with columns for 'Coverage Type', 'Group ID', 'Effective Date', and 'Member Name'. The table shows entries for 'Medical' coverage with Group ID 99980, and 'Demo Group' with Member Name 'JOHNNY DOEY'. On the right side of the page, there is a 'Member Resources' section with links to 'Accolade Health Assistant®', 'Healthcare Blue Book', 'Teladoc', '24x7 Nurse Line', and '98Point6'. There is also a 'View All' link.

You can choose from four ways to receive your letter: by email, fax, regular mail or you can download the file and print it on your own.



The screenshot shows the 'Letter of Coverage' request page. At the top, there is a breadcrumb navigation 'Benefits and Coverage / Letter of Coverage'. Below that is a section titled 'Letter of Coverage' with a red PDF icon. A sub-section titled 'Letter of Coverage' is shown with a red PDF icon. Below this, there is a message: 'Please choose how you would like to receive the Letter of Coverage:'. To the right of this message are four buttons: '@ Email', 'Download and Print PDF', 'Order by Mail', and 'Fax'. The 'Email' and 'Fax' buttons are circled in orange. Below these buttons, there is a section for 'Email Letter of Coverage' with a placeholder 'Enter Email Address*' and a text input field containing 'testing@meritain.com'. There is also a 'Disclaimer' section with a note: 'This information is being provided to you as an informational tool and is not a guarantee of benefits. All plan terms and conditions must be met to continue plan eligibility.' and a checkbox 'I Accept*' with a note: 'I Accept*'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Tools and Resources

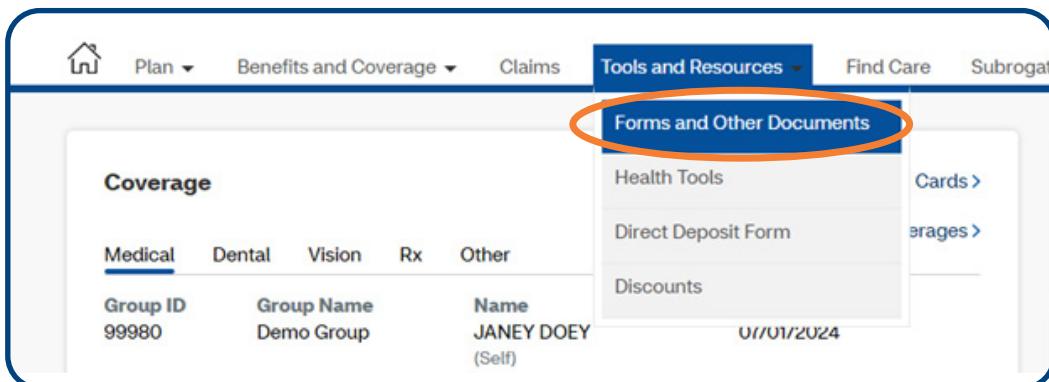
The Tools and Resources feature has five sub-sections members can access depending on permissions.

1. Forms and Other Documents
2. Health Tools
3. Education
4. Direct Deposit Form
5. Discount

Forms and Other Documents

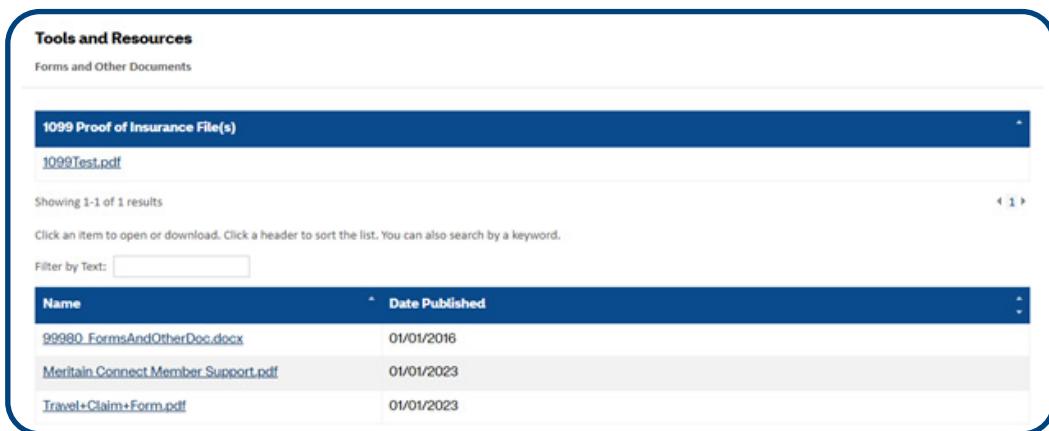
This feature shows what forms and documents are available to members.

To access the Forms and Other Documents feature, simply click *Tools and Resources* on the top menu bar of the homepage and then select *Forms and Other Documents* from the drop-down.



The screenshot shows the Meritain Health homepage with a navigation bar at the top. The 'Tools and Resources' menu is open, and the 'Forms and Other Documents' option is highlighted with a red oval. The main content area displays 'Coverage' information for a member with Group ID 99980 and Group Name Demo Group. To the right, there are links for 'Health Tools', 'Direct Deposit Form', and 'Discounts'.

You can click on an item from the list or search by a keyword. Use the *Filter by Text* field.



The screenshot shows the 'Forms and Other Documents' page. At the top, there is a header for '1099 Proof of Insurance File(s)' with a single result: '1099Test.pdf'. Below this, there is a table with columns for 'Name' and 'Date Published'. The table contains three rows: '99980_FormsAndOtherDoc.docx' (01/01/2016), 'Meritain.Connect.Member.Support.pdf' (01/01/2023), and 'Travel+Claim+Form.pdf' (01/01/2023). A 'Filter by Text:' input field is located above the table.

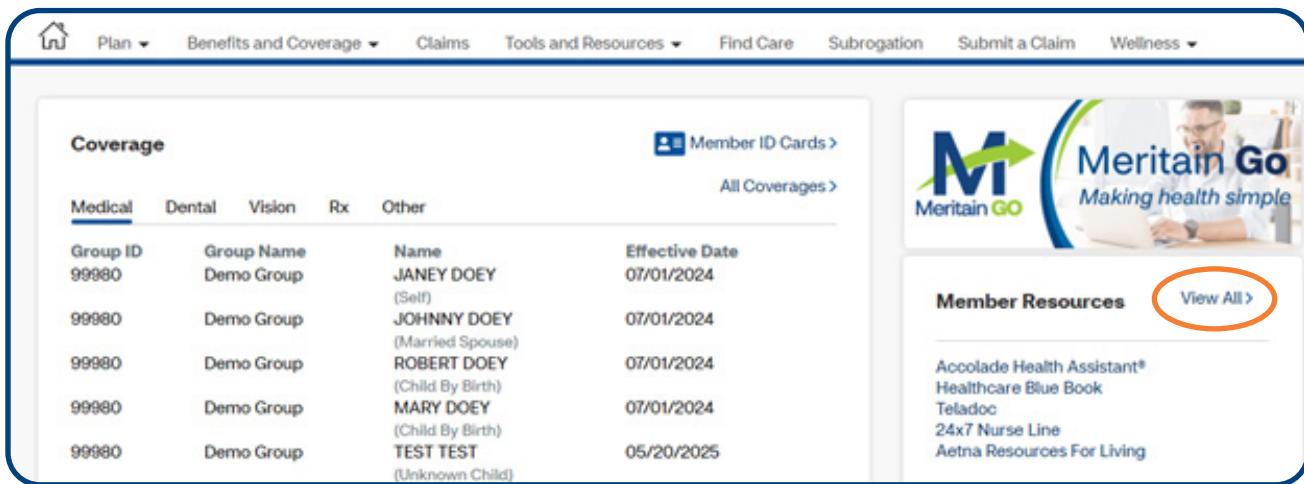
Then, open or download the document.



Health Tools

This feature shows the links to all Member Resources elected for the members.

From your homepage, click on the *View All* link on the top right-hand corner of the Member Resources section.



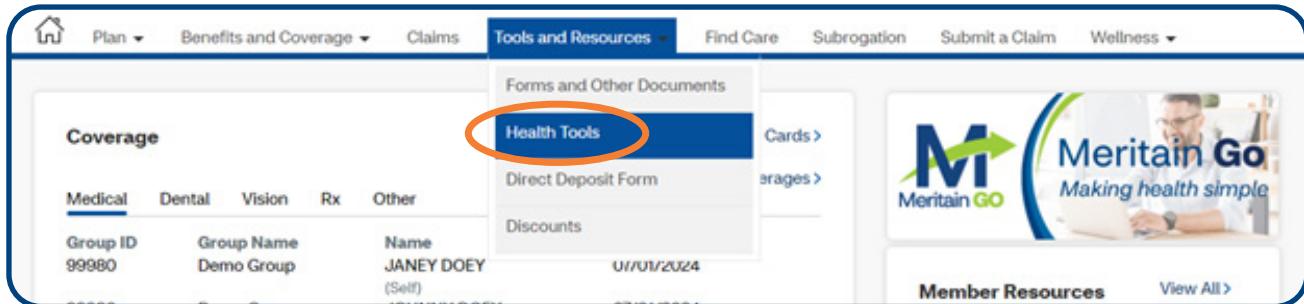
The screenshot shows the Meritain Health homepage. On the left, there is a 'Coverage' section with a table of group information. On the right, there is a 'Member Resources' sidebar. The 'View All' link in the sidebar is circled in orange.

Group ID	Group Name	Name	Effective Date
99980	Demo Group	JANEY DOEY (Self)	07/01/2024
99980	Demo Group	JOHNNY DOEY (Married Spouse)	07/01/2024
99980	Demo Group	ROBERT DOEY (Child By Birth)	07/01/2024
99980	Demo Group	MARY DOEY (Child By Birth)	07/01/2024
99980	Demo Group	TEST TEST (Unknown Child)	05/20/2025

Member Resources [View All >](#)

Accolade Health Assistant®
Healthcare Blue Book
Teladoc
24x7 Nurse Line
Aetna Resources For Living

You can also access the feature at the top menu bar by clicking on *Tools and Resources*. Then, on the drop-down select *Health Tools*.



The screenshot shows the Meritain Health homepage. The 'Tools and Resources' menu is open, and the 'Health Tools' option is highlighted with an orange circle. The 'View All' link in the sidebar is also circled in orange.

Health Tools

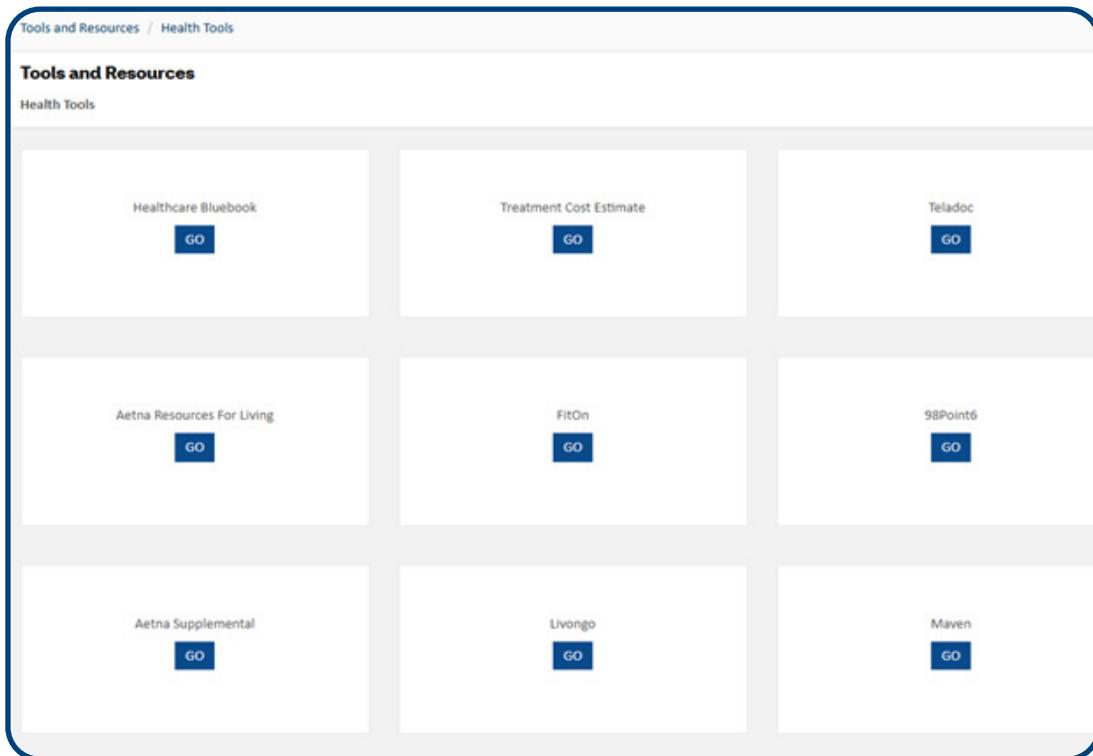
Forms and Other Documents

Direct Deposit Form

Discounts

Member Resources [View All >](#)

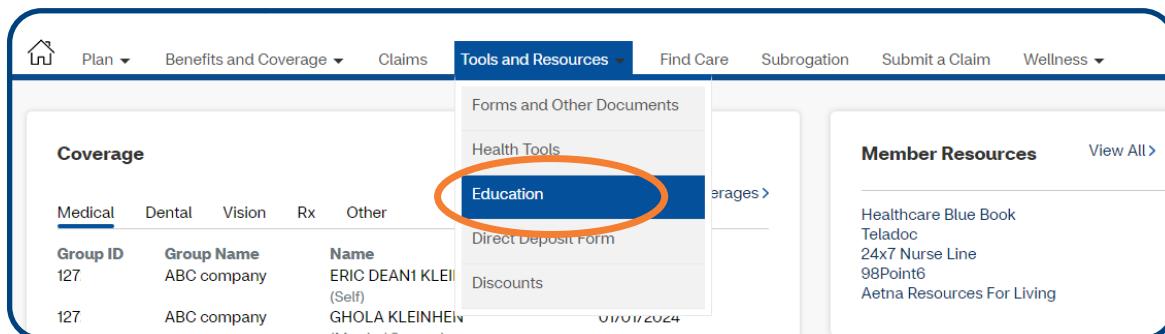
The links available to you will appear. To make a selection, please click Go on the link of your choice.



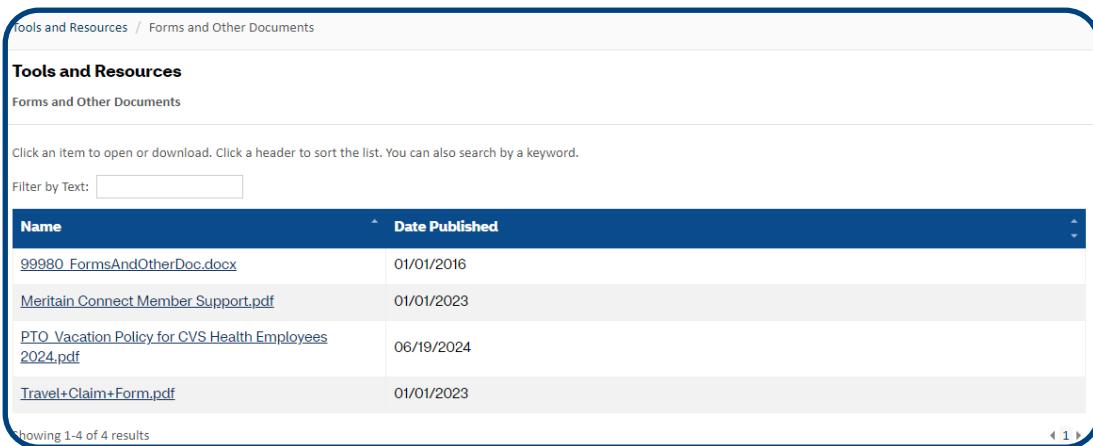
Education

The Education feature allows plan sponsors to add educational materials for members. This can be information on the wellness offering or other shared educational materials.

To access the Education feature, simply click *Tools and Resources* on the top menu bar of the homepage. Then, on the drop-down select *Education*.



You can click on an item from the list or search by a keyword using the *Filter by Text* field.



Tools and Resources / Forms and Other Documents

Tools and Resources

Forms and Other Documents

Click an item to open or download. Click a header to sort the list. You can also search by a keyword.

Filter by Text:

Name	Date Published
99980_FormsAndOtherDoc.docx	01/01/2016
Meritain Connect Member Support.pdf	01/01/2023
PTO_Vacation Policy for CVS Health Employees 2024.pdf	06/19/2024
Travel+Claim+Form.pdf	01/01/2023

Showing 1-4 of 4 results

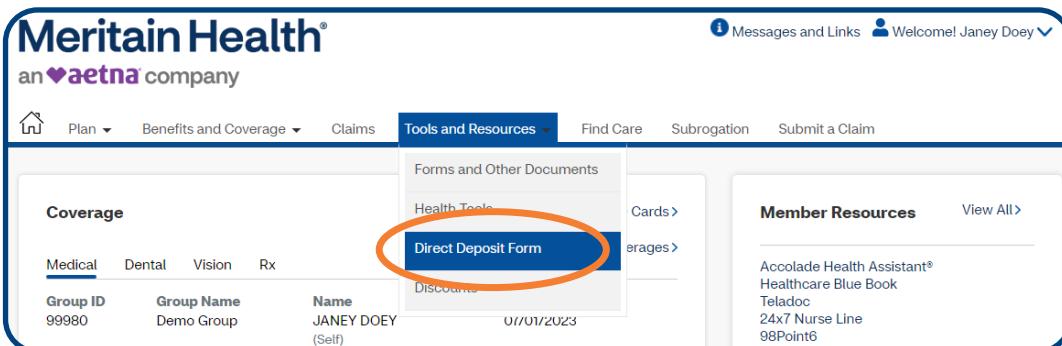
You can then open or download the document.



Direct Deposit Form

This is a guided form that allows a member to add a new direct deposit to their eligibility record, change the existing direct deposit information on file or cancel it.

You can access the feature at the top menu bar by clicking on *Tools and Resources*. Then, on the drop-down select *Direct Deposit Form*.



Meritain Health®
an  company

Plan Benefits and Coverage Claims Tools and Resources Find Care Subrogation Submit a Claim

Coverage

Medical Dental Vision Rx

Group ID: 99980 Group Name: Demo Group Name: JANETY DOEY (Self) Date: 01/01/2023

Forms and Other Documents

Health Tools

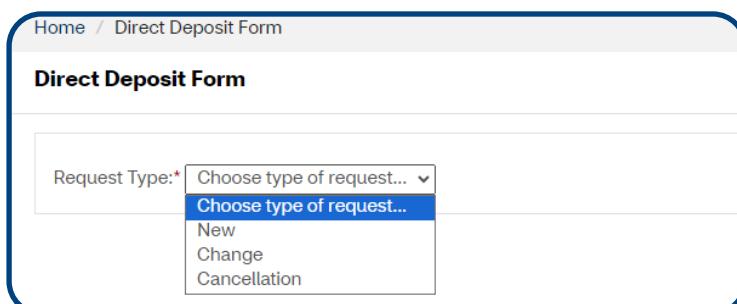
Direct Deposit Form

Discounts

Member Resources View All >

Accolade Health Assistant®
Healthcare Blue Book
Teladoc
24x7 Nurse Line
98Point6

Select your request type from the drop-down.



Home / Direct Deposit Form

Direct Deposit Form

Request Type:

New
Change
Cancellation

Depending on the request type selected, you will provide the information required. When complete, click *Submit*.

Direct Deposit Form

Request Type:

Financial Information

Direct deposit is only available for US-based financial institutions.

Account Type * Checking Account Savings Account Check here if this is a joint account. By enrolling in direct deposit with a joint account, you acknowledge you are responsible for informing the joint account holder.

Name on the Account

Bank or Financial Institution * Routing/Transit Number * Account Number * Address of Financial Institution

Country of Financial Institution City of Financial Institution State of Financial Institution Zip Code of Financial Institution

UNITED STATES OF AMERICA Select

Terms and Conditions

- You must complete, sign, and date this authorization form to enroll in the direct deposit program. If you have a joint account, you are certifying you are responsible for informing the joint account holder of the direct deposit enrollment. Once your form is received by Meritain Health, there may be up to a 7-10 business day time period before the direct deposit becomes effective. Any claims paid during this time will be mailed to you as a check.
- In order to take advantage of the direct deposit program, your financial institution must be a member of an Automated Clearing House (ACH).
- You will receive a direct deposit statement each time an electronic transfer is made to your account. The statement will indicate what claims are paid, as well as year-to-date information on your reimbursement account. It can take up to 72 hours for a payment to post into your account after Meritain Health transmits the funds. Please verify that the deposit has been made into your account before attempting to withdraw funds.
- It is your responsibility to notify Meritain Health of any changes to your bank account, such as a closure, or a change in the account number. Complete this form with the new information, and select option from dropdown. There may be up to a 7-10 business day processing period before the change becomes effective. During this time, you will receive checks for any reimbursement claims paid.
- You may cancel direct deposit at any time by completing this form and select option from dropdown. This will take effect as soon as the form is received and processed by Meritain Health.
- If a direct deposit is returned to Meritain Health, or for any reason cannot be made to your account, Meritain Health will investigate the cause and if needed, issue a reimbursement check. Until the problem is corrected, you will continue to receive checks for any reimbursement claims paid.
- Direct deposit services will remain in effect from one plan year to the next unless you cancel the direct deposit services.
- Meritain Health reserves the right to automatically cancel your direct deposit services upon termination of employment or termination of your reimbursement account.

Questions? Please call the number on your ID Card for assistance.

Voided check (for checking account) or deposit slip (for savings account). Please place directly below.

Employee / Account Holder Certification

I certify that I have read and understand the terms and conditions on this form. By signing here, I authorize my reimbursements to be sent to the financial institution and account designated above. This authorization is to remain in effect until Meritain Health has been given a reasonable amount of time to act on written notification from me to terminate the deposits and continue reimbursements with mailed checks.

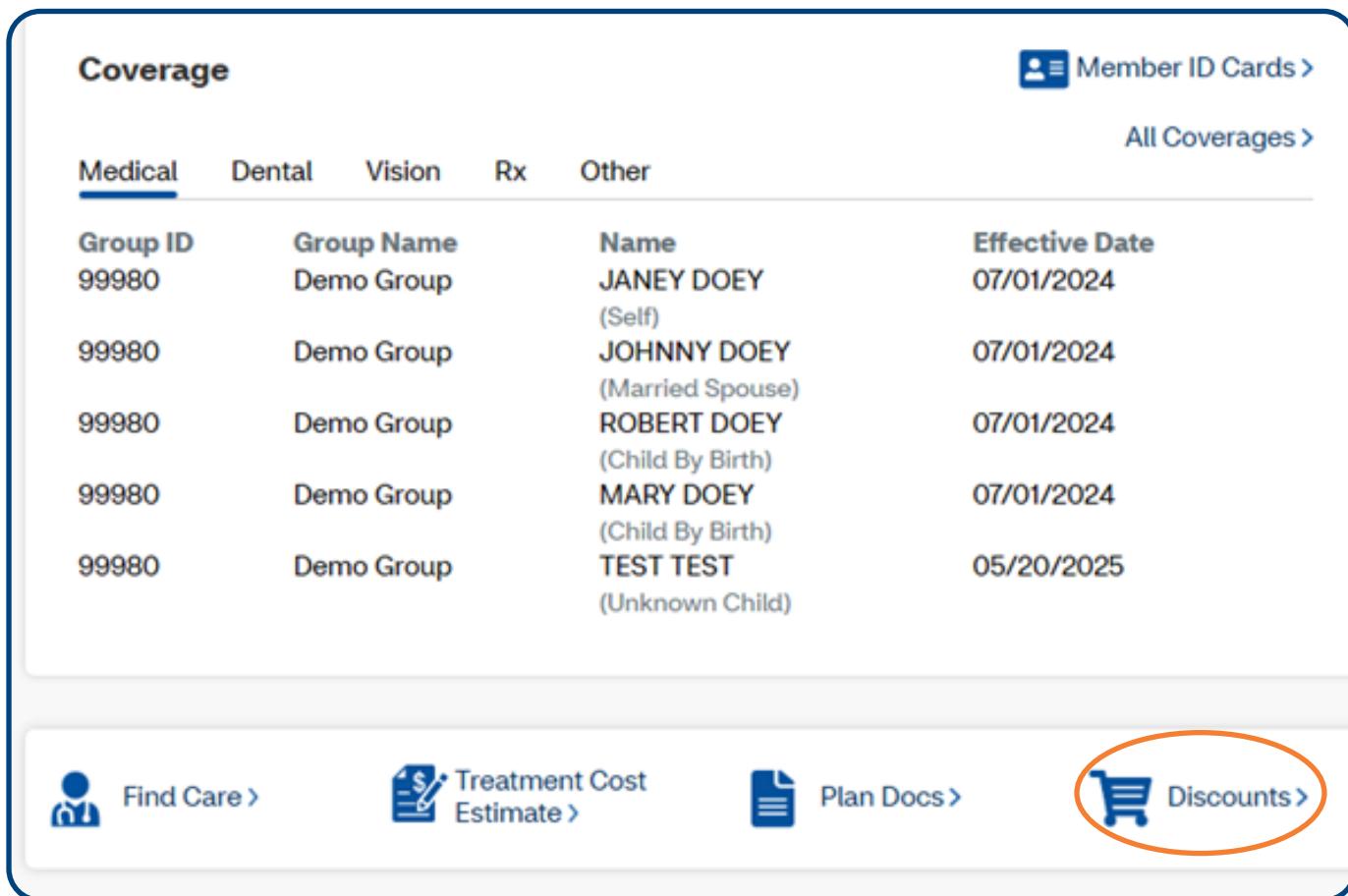
Signature *

Date

Discounts

The Discounts feature allows members to navigate to the links for Discounts, such as Aetna Resources for Living® and LifeMart.

From your homepage, click on the *Discounts* link on the middle of the homepage.



Coverage

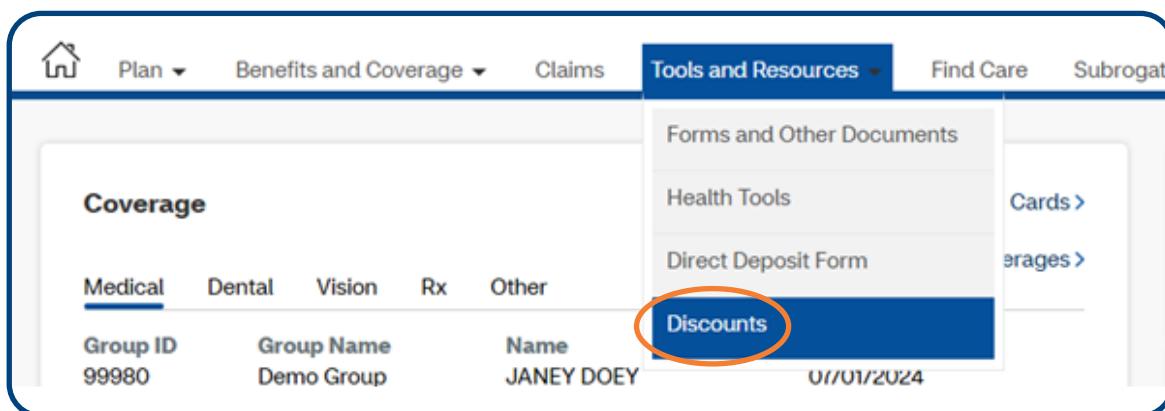
Member ID Cards > All Coverages >

Medical Dental Vision Rx Other

Group ID	Group Name	Name	Effective Date
99980	Demo Group	JANEY DOEY (Self)	07/01/2024
99980	Demo Group	JOHNNY DOEY (Married Spouse)	07/01/2024
99980	Demo Group	ROBERT DOEY (Child By Birth)	07/01/2024
99980	Demo Group	MARY DOEY (Child By Birth)	07/01/2024
99980	Demo Group	TEST TEST (Unknown Child)	05/20/2025

Find Care > Treatment Cost Estimate > Plan Docs > Discounts >

You can also access the feature by clicking on the *Tools and Resources* drop-down from the menu tool bar and select *Discounts*.



Plan Benefits and Coverage Claims Tools and Resources Find Care Subrogat

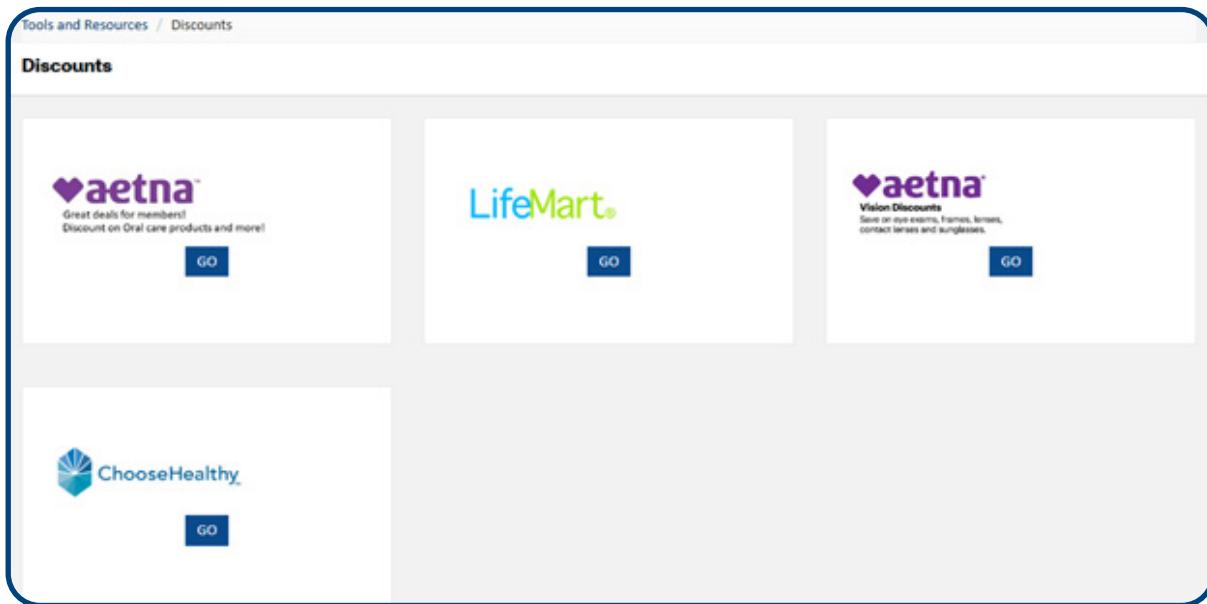
Coverage

Medical Dental Vision Rx Other

Group ID	Group Name	Name	Effective Date
99980	Demo Group	JANEY DOEY	07/01/2024

Forms and Other Documents
Health Tools
Direct Deposit Form
Discounts
Cards >

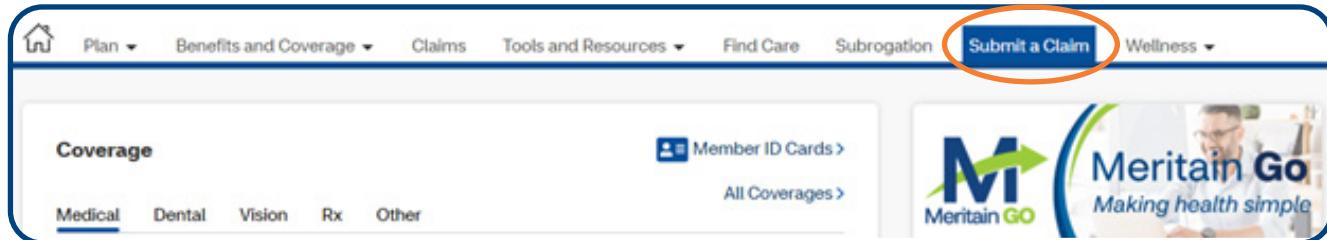
The discounts will appear, and you can select your choice by clicking Go.



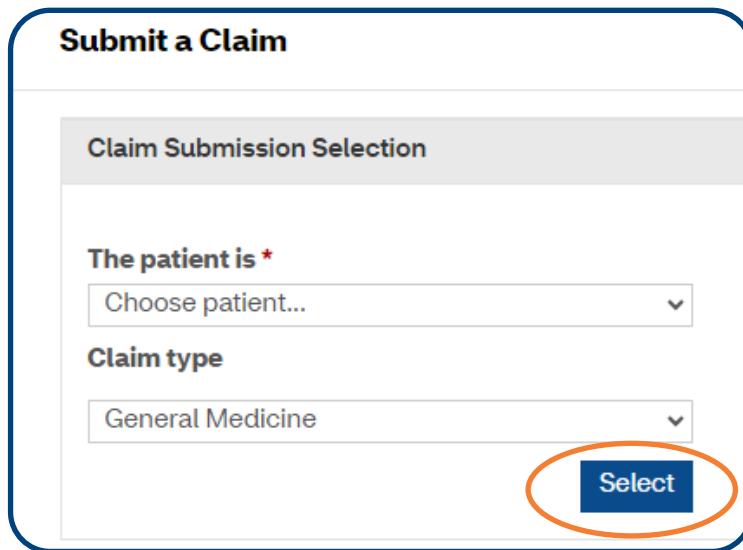
Submitting a Claim

If you need to submit a claim request for a member, you can do this easily through your website!

These forms can be filled out and submitted online by clicking on the top menu bar *Submit a Claim*. The menu will be available based on the group set up. There may also be other member reimbursement forms available to you, based on your benefit design.



Once you click on *Submit a Claim*, you will choose the patient's name in the first drop-down. Then, choose the claim type on the second drop-down. Lastly, click *Select*.

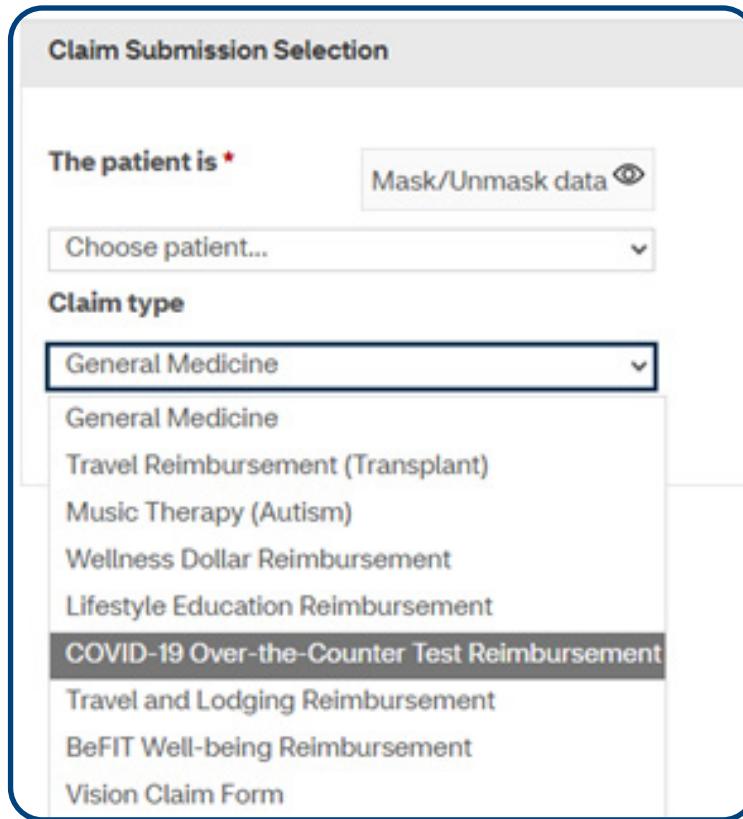


The screenshot shows the 'Submit a Claim' interface. At the top, it says 'Submit a Claim'. Below that is a section titled 'Claim Submission Selection'. It contains two dropdown menus: 'The patient is*' and 'Claim type'. The 'Claim type' dropdown is set to 'General Medicine'. At the bottom right of this section is a blue button labeled 'Select', which is circled in orange to indicate it is the next step to be taken.

One of the many service types we offer is the General Medicine form. The form should be used when you are requesting a reimbursement for an out-of-network medical claim or if you paid out-of-pocket for a covered service.

Another service type we offer is the COVID-19 Pop-Up Test form. This form is for pop-up testing reimbursement only. It is not to be used for tests received from a provider in a provider setting.

This form can be found on the claim type drop-down.



The screenshot shows the 'Claim Submission Selection' interface. It has a 'The patient is*' field with a 'Mask/Unmask data' link. Below it is a 'Choose patient...' dropdown. The 'Claim type' dropdown is open, showing a list of options: General Medicine, Travel Reimbursement (Transplant), Music Therapy (Autism), Wellness Dollar Reimbursement, Lifestyle Education Reimbursement, COVID-19 Over-the-Counter Test Reimbursement (which is highlighted with a dark grey background), Travel and Lodging Reimbursement, BeFIT Well-being Reimbursement, and Vision Claim Form.

You should provide information in all mandatory fields for the request to be submitted successfully. Once completed, you can click *Submit* at the bottom of the page.

Submit a Claim

[Back To Claim Submission Selection](#)

Instructions:

- Please submit one claim request per member.
- Only submit one service request per service or provider.
- Please do not attach documentation that is password protected.
- Please do not attach encrypted .pdf files.
- If this is for a work-related injury, please contact your Workers' Compensation Administrator for proper instructions regarding this claim.

* Indicates required fields

Claim Type Information

Claim Type: General Medicine
Patient Name: JANEY DOEY XX-XX-XXXX

Other Coverage

Patient has other insurance coverage *

Yes No

About this Claim

Cause *
Please check the box that best fits your situation

Injury Illness or Other Care

Supporting Information

Do you have a detailed invoice from the provider with the Procedure and Diagnosis codes, Provider Tax ID,etc.? *

Yes No

EMPLOYEE'S (or adult dependent's) SIGNATURE REQUIRED

The statements above are true and correct to the best of my knowledge. I authorize any provider of services to furnish any information requested to the Benefit Administrator. I also authorize the Benefit Administrator to release or obtain from any organization or person information that may be necessary to determine benefits payable under the Benefit Plan. A photo-static copy of this authorization shall be considered as effective and valid as the original. For any payment that exceeds the amounts payable under the Benefit Plan, I agree to reimburse the plan in a lump sum payment or by an automatic reduction in the amount of future benefits that would otherwise be payable.

Signature *

Date

11/10/2025

Submit

Once the claim is submitted, a message will appear advising the claim has been received and processing will begin soon.

Updating Other Insurance Information

If your spouse also has health care coverage, you'll want to coordinate your benefits. And you can do this easily through your member website!

From your homepage, click on the *Update Other Insurance Info* text in the *Claim* box. You will be directed to the *Coordination of Benefits* page within the website.

Medical	Dental	Vision	Rx	Other	
Group ID 99980	Group Name Demo Group	Name JANEY DOEY (Self)	Effective Date 07/01/2024		Member ID Cards >
99980	Demo Group	JOHNNY DOEY (Married Spouse)	07/01/2024		All Coverages >
99980	Demo Group	ROBERT DOEY (Child By Birth)	07/01/2024		
99980	Demo Group	MARY DOEY (Child By Birth)	07/01/2024		
99980	Demo Group	TEST TEST (Unknown Child)	05/20/2025		

[Find Care >](#) [Treatment Cost Estimate >](#) [Plan Docs >](#) [Discounts >](#)

Claims				
Find Care >	Treatment Cost Estimate >	Plan Docs >	Discounts >	
Update Other Insurance Info > View All Claims >				
Protected for Privacy Visited on 05/15/2025 For BARNEY HOUGH SR(Spouse)	Amount Billed \$0.00	You May Owe \$0.00	Status In Process	

You can also access Coordination of Benefits by clicking on the *Benefits and Coverage* drop-down from the tool bar and select *Coordination of Benefits*.

Plan Benefits and Coverage Claims Tools and Resources Find Care Subrog

Coverage

Medical [Dental](#) [Vision](#) [Rx](#) [Other](#)

[ID Card](#)
[Letter of Coverage](#)
Coordination of Benefits
[Member Statements](#)

[Member ID Cards >](#)
[All Coverages >](#)

Choose your spouse's name from the member name list, and click on the *Plan Info* arrow. Then, simply answer the series of questions. This includes entering your Medicare ID number, if applicable. This can be entered in the MBI format.

If you have any questions or need help, you can contact Meritain Health by calling the Customer Service number on your member ID card.

Current Insurance Coverage Information

Member Name	Member Type	Product	Other Insurance
JANEY DOEY	Employee	Medical	No Other Insurance
JANEY DOEY	Employee	Dental	No Other Insurance
JOHNNY DOEY	Spouse	Medical	No Other Insurance
JOHNNY DOEY	Spouse	Dental	No Other Insurance
ROBERT DOEY	Child	Medical	No Other Insurance
ROBERT DOEY	Child	Dental	No Other Insurance
MARY DOEY	Child	Medical	No Other Insurance
MARY DOEY	Child	Dental	No Other Insurance

Update Your Coordination of Benefits Information

Plan Info Review

* Indicates required fields

Coordination of Benefits

Is the subscriber covered by any other plan? *

Yes No

Are the dependents covered by another plan? *

Yes No

Medicare / Medicaid Information

Is the subscriber covered by Medicare? *

Yes No

Is the subscriber covered by Medicaid? *

Yes No

Are the dependents covered by Medicare? *

Yes No

Are the dependents covered by Medicaid? *

Yes No

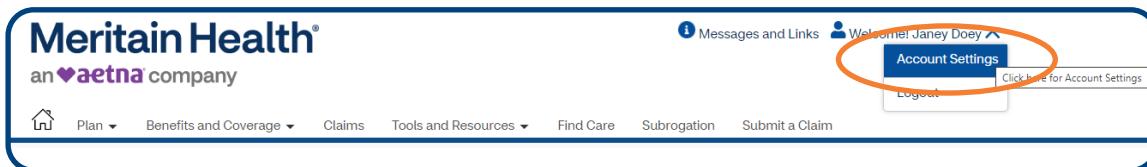
Cancel Next

When you're finished, all the information you entered will be sent to Meritain Health for system updates.

Updating Your Email and Postal Mail Addresses

Need to update the email address to which you receive plan notifications? No problem! You can do this quickly and easily through your website.

Once you've logged in, you can update or change your preferred email addresses to receive both account-related communications, and claims and coverage communications.



To set these up:

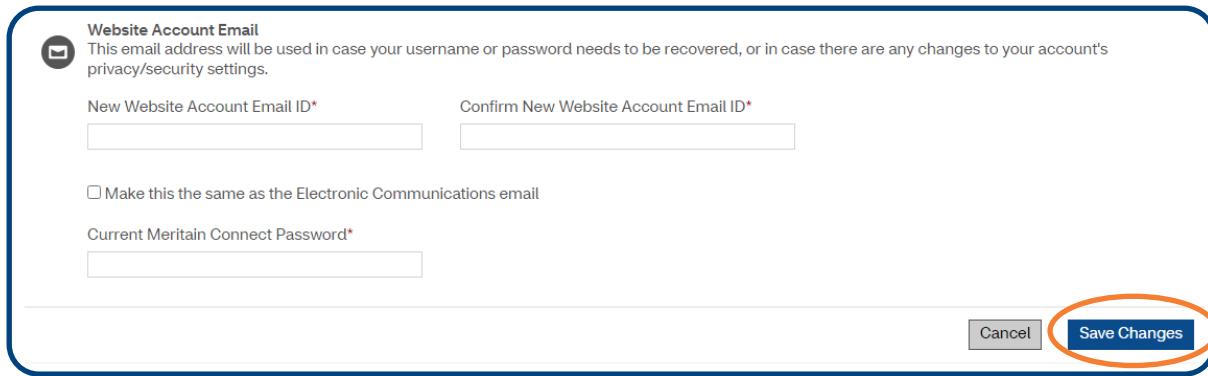
- Click on the drop-down area near your name in the *Welcome* field.
- Click *Account Settings*.
- Click *Update Account Information*.
- Add your website account email, and electronic communications email. They can be different addresses or the same—it's up to you!

A screenshot of the "Update Account Information" page within the Meritain Health account settings. The page has a header "Account Setting" and "Last Login: 7/11/2024". Below the header are four tabs: "Update Account Information" (which is selected and highlighted in blue), "Update User Information", "Update Communication Preferences", and "Update HIPAA Authorization Settings".

The "Update Account Information" section contains the following fields:

- Update Account Information:** A section with a "Save" icon and a "Full Name" field containing "JANEY DOEY".
- Update User Information:** A section with a "Save" icon and a "Current Meritain Connect Password" field containing "*****".
- Update Communication Preferences:** A section with a "Save" icon and a "Security Question and Answer" field. It includes a "Security Question" dropdown set to "Select" and a "Security Answer" field containing "*****".
- Update HIPAA Authorization Settings:** A section with a "Save" icon and a "Website Account Email" field containing "qa-testing@meritain.com". A note below it states: "This email address will be used in case your username or password needs to be recovered, or in case there are any changes to your account's privacy/security settings." A red circle highlights the "Edit" icon next to the email field.
- Update Account Information:** A section with a "Save" icon and an "Electronic Communications Email" field containing "QA-TESTING@MERITAIN.COM". A note below it states: "This email address will be used for general communications regarding requests made on the website, or for notifications regarding your claims." A red circle highlights the "Edit" icon next to the email field.

Then, click the *Save Changes* button.



Website Account Email
This email address will be used in case your username or password needs to be recovered, or in case there are any changes to your account's privacy/security settings.

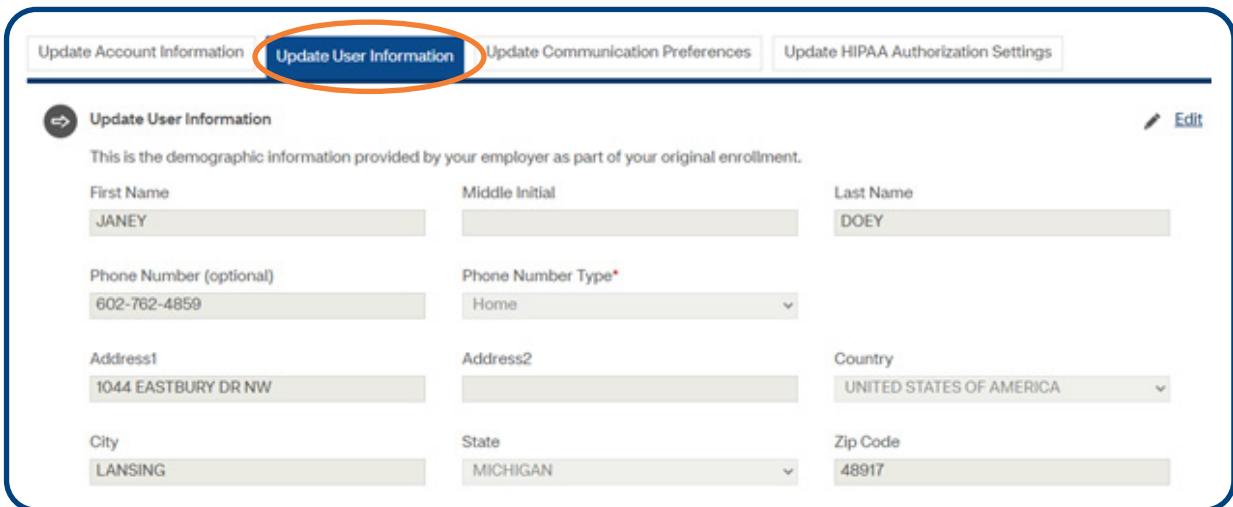
New Website Account Email ID*

Confirm New Website Account Email ID*

Make this the same as the Electronic Communications email

Current Meritain Connect Password*

To update your postal mailing address, click into the *Update User Information* tab and enter your updated mailing information.

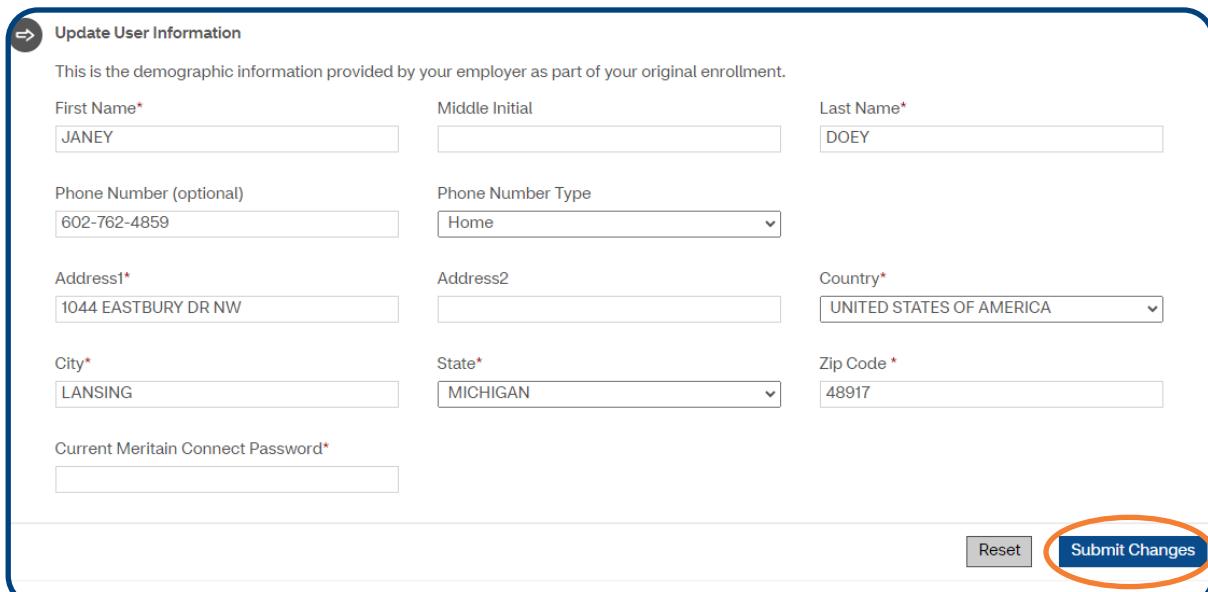


Update User Information

This is the demographic information provided by your employer as part of your original enrollment.

First Name <input type="text" value="JANEY"/>	Middle Initial <input type="text"/>	Last Name <input type="text" value="DOEY"/>
Phone Number (optional) <input type="text" value="602-762-4859"/>	Phone Number Type* <input type="text" value="Home"/>	
Address1 <input type="text" value="1044 EASTBURY DR NW"/>	Address2 <input type="text"/>	Country <input type="text" value="UNITED STATES OF AMERICA"/>
City <input type="text" value="LANSING"/>	State <input type="text" value="MICHIGAN"/>	Zip Code <input type="text" value="48917"/>

Enter your mailing information and then click the *Submit Changes* button.



This is the demographic information provided by your employer as part of your original enrollment.

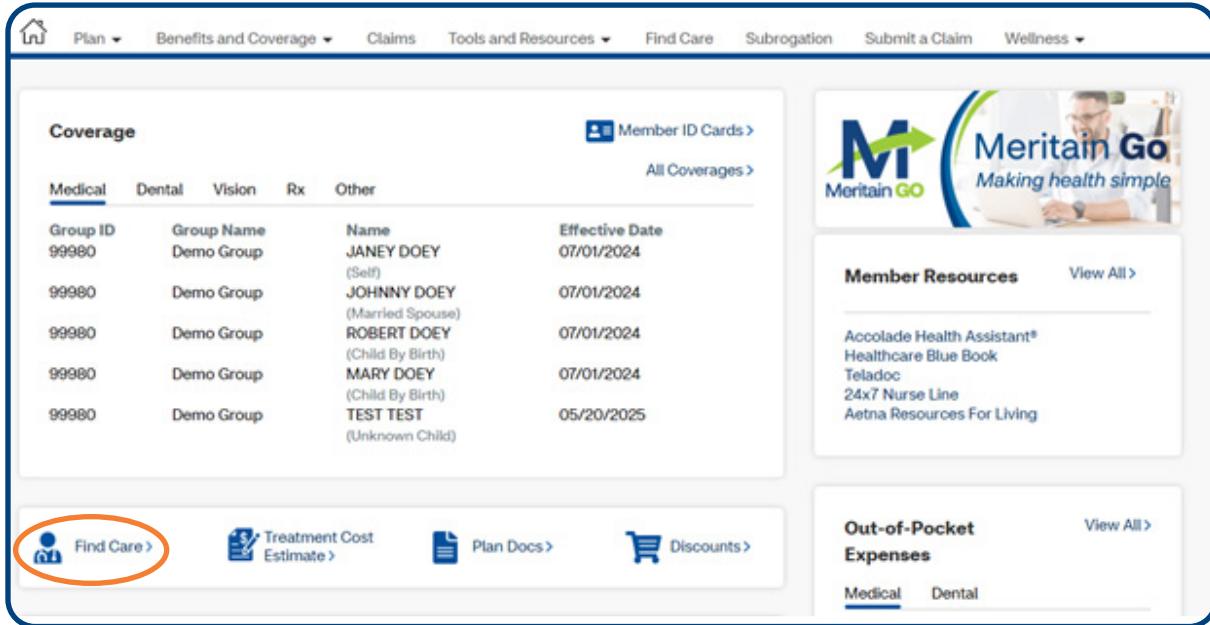
First Name* <input type="text" value="JANEY"/>	Middle Initial <input type="text"/>	Last Name* <input type="text" value="DOEY"/>
Phone Number (optional) <input type="text" value="602-762-4859"/>	Phone Number Type <input type="text" value="Home"/>	
Address1* <input type="text" value="1044 EASTBURY DR NW"/>	Address2 <input type="text"/>	Country* <input type="text" value="UNITED STATES OF AMERICA"/>
City* <input type="text" value="LANSING"/>	State* <input type="text" value="MICHIGAN"/>	Zip Code * <input type="text" value="48917"/>

Current Meritain Connect Password*

Finding a Provider in Your Network

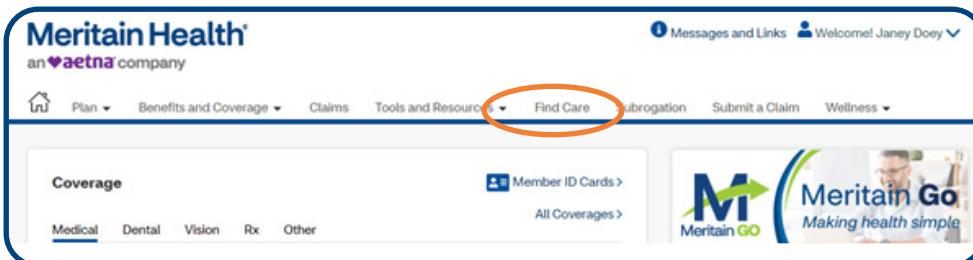
When you're in need of medical care and need to find a doctor or hospital—we can help! You can search for providers in your network with your Meritain Health member website.

To start your search, click the *Find Care* link on your dashboard.



The screenshot shows the Meritain Health member website dashboard. At the top, there is a navigation bar with links: Plan, Benefits and Coverage, Claims, Tools and Resources, Find Care, Subrogation, Submit a Claim, and Wellness. Below the navigation bar is a 'Coverage' section showing a list of group members with their names, group IDs, and effective dates. To the right of the coverage section is the Meritain Go logo and a 'Member Resources' section with links to various healthcare services. At the bottom of the dashboard, there is a tool bar with buttons for 'Find Care', 'Treatment Cost Estimate', 'Plan Docs', and 'Discounts'. The 'Find Care' button is circled in orange.

You can also search for a provider, by clicking *Find Care* on the top tool bar of your homepage.



The screenshot shows the Meritain Health member website homepage. At the top, there is a navigation bar with links: Plan, Benefits and Coverage, Claims, Tools and Resources, Find Care, Subrogation, Submit a Claim, and Wellness. The 'Find Care' button is circled in orange. Below the navigation bar is a 'Coverage' section showing a list of group members with their names, group IDs, and effective dates. To the right of the coverage section is the Meritain Go logo and a 'Member Resources' section with links to various healthcare services.

A list of your networks will pop up. Just click the network link to navigate to your search page and follow the prompts.

Find Care

If you live in Utah, [Click here](#)

Accolade: Personalized Health and Benefits Support

You and your family have access to an Accolade Health Assistant and nurse – your first line of support whenever you have healthcare or health benefits questions. Accolade can help you:

- Get the most value from your health benefits
- Resolve issues with healthcare bills and insurance claims
- Find an in-network doctor that is right for you

- Discuss symptoms, diseases and treatment options
- Prepare for a doctor's visit or hospital stay
- And much more!

Connect with Accolade today!

Accolade members, please access the Find Care search tool at [member.accolade.com](#) or via the Accolade mobile app

Network	Network Type	Effective
From		
AETNA CHOICE POS II	Medical	01/01/2024
MERITAIN HEALTH PPO W/PPO II	Dental	01/01/2024

Showing 1-2 of 2 results

< 1 >

Managing Your Claims and HIPAA Settings

From your Meritain Health member website, you can also select how you receive notifications about your claims. You can choose by mail or email.

To select your preference, first go to your website homepage. Then, click on the profile icon in the top right-hand corner. Then, click on *Account Settings*.

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Plan ▾ Benefits and Coverage ▾ Claims Tools and Resources ▾ Find Care Subrogation Submit a Claim

Messages and Links Welcome! Janey Doe ▾ Account Settings Click here for Account Settings Logout

Next, click on the *Update Communication Preference* tab and follow the prompts.

Account Setting
Last Login: 7/11/2024

Update Account Information | Update User Information | **Update Communication Preferences** | Update HIPAA Authorization Settings

Update Mobile Phone Number
Please provide the best phone number to reach you about your plan benefits and important updates about your health care.
Mobile Phone Number (optional)
[Text Input Field]

Cancel **Save Changes**

Update Electronic Communication Settings for Benefits
In order to receive benefit program communications quickly and efficiently, we'll use the email address you provide to deliver this information.
 Yes, I would like electronic communications No, I prefer to receive paper

Cancel **Save Changes**

Update Electronic Communication Settings for Claims
Our records indicate that you are not currently signed up to receive electronic notifications.
In a continuous effort to improve service and preserve privacy, we would like to notify you via email when a claim has been processed and a new document available to you. You can view the document on this website where your privacy is protected with SSL encryption.
Please note:

- Your consent for this process can be withdrawn at any time. Once you accept, you will have the option to withdraw by clicking "Withdraw" which can be accessed from the main dashboard by clicking the "Email Notification Preferences".
- Electronic notifications will be sent to .
- In order to access your documents on this site, you will need Adobe Acrobat Reader software installed on your computer. You can download and install a free copy at www.adobe.com.
- If you need to print a paper copy of your EOB / member statement, you will be able to print it directly from this website, however, you may also obtain a paper copy at no charge by emailing your request to our Service Center or calling the Service Center with the number on the back of your card.
- Documents on this site will not be mailed through the U.S. Postal Service.
- Notifications for claims for Dependents over the age of 18 will not be sent.

To sign up for the electronic notifications of when a claim is processed to , please click the "I agree" button below.

Cancel **I Agree**

Update Participation Settings for Surveys
To withdraw your consent to receive communications regarding surveys, please click the "Withdraw" button below.

Cancel **Withdraw**

With your website, every dependent over 18, by law, must set up their own online account. This is because of HIPAA privacy rules. However, through your online website, you can allow other adult dependents on your plan to view your personal claims.

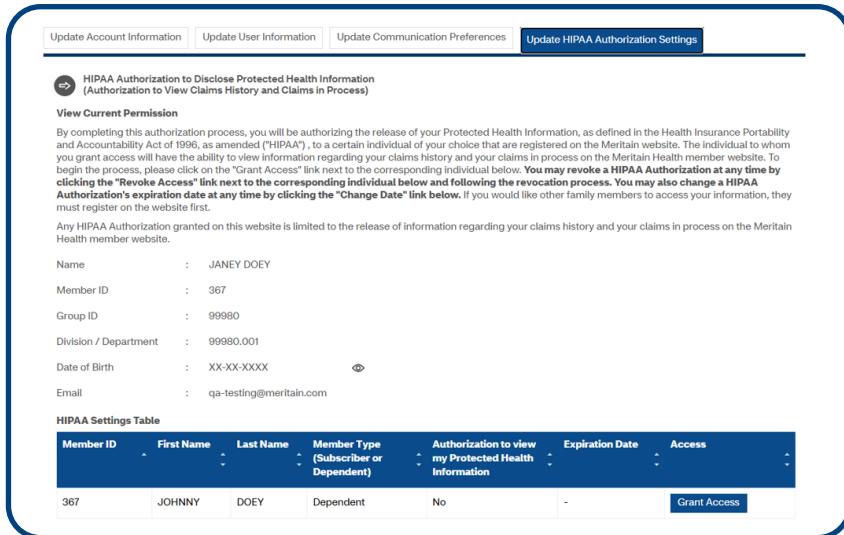
To do this, click on the profile icon. Then, select *Account Settings*.

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Home Plan ▾ Benefits and Coverage ▾ Claims Tools and Resources ▾ Find Care Subrogation Submit a Claim

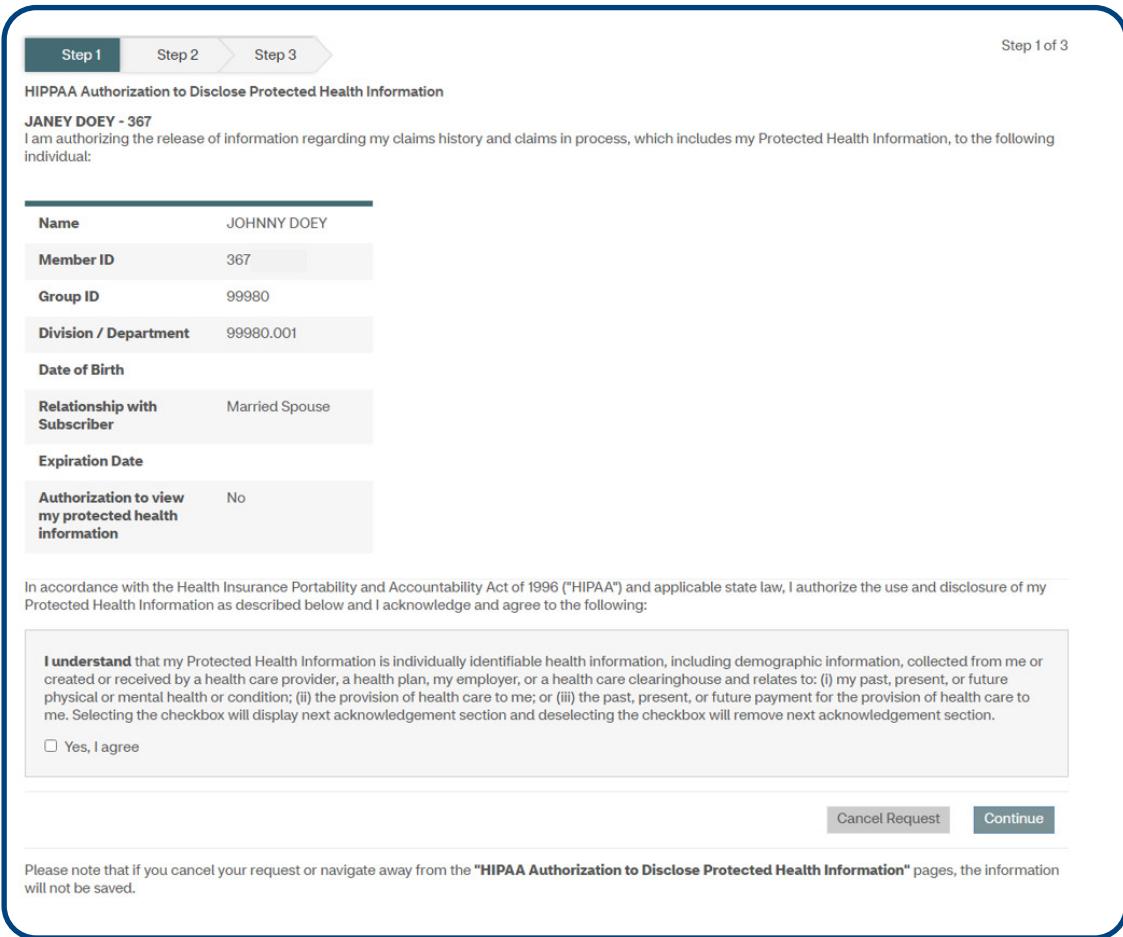
Messages and Links **Welcome! Janey Doe** **Account Settings** **Logout** Click here for Account Settings

Next, click on the *Update HIPAA Authorization Settings* tab on the Account Settings page. If you're the plan subscriber, you'll see a list of all adult dependents on your plan who have registered on the website. To allow a dependent to view your claims, click the *grant access* button next to their name in the list and follow the prompts.



The screenshot shows the 'Update HIPAA Authorization Settings' tab selected. It displays a table of dependents with their names, member IDs, group IDs, division/department, and date of birth. The 'Access' column shows a 'Grant Access' button for each dependent. The table is titled 'HIPAA Settings Table'.

Member ID	First Name	Last Name	Member Type (Subscriber or Dependent)	Authorization to view my Protected Health Information	Expiration Date	Access
367	JOHNNY	DOEY	Dependent	No	-	Grant Access



The screenshot shows the first step of a three-step process for granting access. It includes fields for Name (JOHNNY DOEY), Member ID (367), Group ID (99980), Division / Department (99980.001), Date of Birth, Relationship with Subscriber (Married Spouse), and Authorization to view my protected health information (No). A checkbox for agreeing to the HIPAA terms is present, and a note states that canceling or navigating away will not save the changes.

Step 1 Step 2 Step 3 Step 1 of 3

HIPAA Authorization to Disclose Protected Health Information

JANEY DOEY - 367
I am authorizing the release of information regarding my claims history and claims in process, which includes my Protected Health Information, to the following individual:

Name	JOHNNY DOEY
Member ID	367
Group ID	99980
Division / Department	99980.001
Date of Birth	
Relationship with Subscriber	Married Spouse
Expiration Date	
Authorization to view my protected health information	No

In accordance with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and applicable state law, I authorize the use and disclosure of my Protected Health Information as described below and I acknowledge and agree to the following:

I understand that my Protected Health Information is individually identifiable health information, including demographic information, collected from me or created or received by a health care provider, a health plan, my employer, or a health care clearinghouse and relates to: (i) my past, present, or future physical or mental health or condition; (ii) the provision of health care to me; or (iii) the past, present, or future payment for the provision of health care to me. Selecting the checkbox will display next acknowledgement section and deselecting the checkbox will remove next acknowledgement section.

Yes, I agree

[Cancel Request](#) [Continue](#)

Please note that if you cancel your request or navigate away from the "HIPAA Authorization to Disclose Protected Health Information" pages, the information will not be saved.

You can also remove access by clicking the *Revoke Access* button next to the dependent's name.

When you grant access to your HIPAA information through your website, Meritain Health Customer Service is automatically notified. Also, if you notify our Customer Service team of your authorization, it's automatically updated on your website. There's no need to make the update in both places!

Step 1

Step 2

Step 3

Step 3 of 3

HIPPA Authorization to Disclose Protected Health Information**JANEY DOEY - 367**You have requested a HIPAA authorization to disclose protected health information regarding your claims history and claims in process to **JOHNNY DOEY**.**An email has been sent to your electronic communications email address.** You need to click on the link to complete this HIPAA authorization. This link will expire in 15 days.

The email address is viewable in the Update Account Information tab of the Account Settings page.

PLEASE FOLLOW THE LINK PROVIDED IN THE EMAIL TO COMPLETE THIS HIPAA AUTHORIZATION.[Go back to Account Settings](#)



Simple. Transparent. Versatile.

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

Follow us: [@meritainhealth/](https://www.instagram.com/meritainhealth/) [Meritain Health](https://www.youtube.com/meritainhealth)

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