Your myMERITAIN Personalized Member Website

Logging on to myMERITAIN.com gives you direct, 24x7 access to your personal claims and account history, online dashboards, wellness information, and decision support tools. Register for an account today to take advantage of myMERITAIN.

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Your myMERITAIN Member Website

The myMERITAIN Member Website offers Members a user-friendly web experience, including account information and various other tools in a secure environment. The following documentation will help you to use the Member Website and all its features.

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Accessing the Member Website

The Member Website is available via the Internet. Use the following steps to access the site.

1. Log into the Member Website from www.myMERITAIN.com. If you have accessed another Member Website in the past, you will be asked to re-register in the new and improved Member Website. Use the following steps to re-register.

Registration Process

If you are a first time user, click “Create a new user account” on the Create an Account tab.

The New Member Registration page will open.

2. Enter your Group ID, which can be found on your ID card and click Continue.

The Member Registration page will open.
3. Enter your Member ID as it appears on your ID card in the Member Id field.

4. Enter your group id as it appears on your ID card in the Group ID field.

5. Enter your name in the First Name and Last Name fields.

6. Enter your address in the Address and Address2 (Optional) fields.

7. Enter your city in the City field.

8. Select your state from the State drop down box.

9. Enter your zip code/postal code in the Zip/Postal Code field.

10. Select your country from the Country drop down box.

11. Enter your date of birth in the DOB field.

12. Click the Next button to move on to step 2 of the Registration process. Clicking the Cancel button at any time during the registration process will prompt you to start from the beginning. The second Member Registration page will display.

13. Confirm that the information you have entered is correct.

14. Click the Next button to continue.

    NOTE: If any information is incorrect, click the Previous button to go back and correct it.

    The third Member Registration page will display.
15. Read the confirmation statement and choose **Yes, I am** or **No, I am not**.

16. Click the **Next** button to continue.

The fourth **Member Registration** page will open.

17. Create a username in the **Username** field.

18. Create a password in the **Password** field and re-enter your password in the **Confirm Password** field. Please be sure to create a Password that complies with the requirements listed on this page.

19. Enter your e-mail address in the **E-mail Address** field and re-enter your e-mail in the **Confirm E-mail Address** field.

20. Click the **Next** button to continue
The fifth **Member Registration** page will open.

![Member Registration: step 5 of 6](image)

**Security question**

**Security answer**

21. Create a security question and answer in the **Security question** and **Security answer** fields.

**NOTE:** Please remember your Security answer you have created. You will need it in order to utilize the Forgot Username and Forgot Password functions.

The final **Member Registration** page, which provides the Terms and Conditions of the site, will open.

![Member Registration: step 6 of 6](image)

**TERMS and CONDITIONS**

Mertain Health’s member Web site is a free service to registered users of http://www.MyMertain.com. PLEASE READ THE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE.

The following Terms and Conditions (“Terms and Conditions”) govern your use of this Web site (the “Site”). The Site is an on-line information and communication service offered to assist you as a member of a plan administered by Mertain Health. By accessing, viewing, or using the information on the Site, you signify that you understand and agree to these Terms and Conditions and that it is the legal equivalent of a signed written contract between you and Mertain Health, Inc. its affiliates and subsidiaries (“Mertain Health”). If you do not agree to these Terms and Conditions, please exit this Site immediately.

The Terms and Conditions can be modified at any time by Mertain Health. The modification will be effective immediately without notice upon the posting of the Terms and Conditions to the Site or by otherwise notifying you of the modification. By agreeing to these Terms and Conditions you also agree to periodically check the Terms and Conditions so that you are aware of any modifications.

22. Please read the entire statement and choose **I Agree** or **I Disagree**, which appear at the bottom of the page.

![I Agree  I Disagree](image)

23. Click the **Submit** button to complete your registration.

You will now be able to log in to the member portal.
Logging In

1. From the myMERITAIN home page, enter your *Username* and *Password* in the section.

2. Click the Login button.

The Member Website Home page will open.
Forgot Username

In the event that you don’t have your username, use the following steps:

1. Click on the “I Forgot My Username” tab, and then click on “Retrieve Username.”

The Forgot Username page will open.

2. Enter your member id in the Member Id field.

3. Enter your birth date in the Date of Birth field.

4. Enter your e-mail address in the E-mail Address field.

5. Click the Next button.

The second Forgot Username page will open.
6. Input your security answer in the **Security Answer** field.

7. Input the characters that you see from the highlighted screen box in the **Type Characters** field.

8. Click the **Next** button.

The third **Forgot Username** page will open.

9. Read the confirmation statement and choose **Yes, I am** or **No, I am not**.

10. Click the **Submit** button and the following page will appear informing you that your Username will be e-mailed to you.

**Forgot username: complete**

Please note that a Username reminder has been emailed to you.

*Click here* to go back home.

**Forgot Password**

In the event that you don’t have your password, use the following steps:

1. Click on the “I Forgot My Password” tab, and then click on “Retrieve Password.”

The **Forgot Password** page will open.
2. Enter your *member id* in the **Member Id** field.

3. Enter your *birth date* in the **Date of Birth** field.

4. Enter your *e-mail address* in the **E-mail Address** field.

5. Click the **Next** button.

The second **Forgot Password** page will open.

6. Enter your *username* in the **Username** field.

7. Click the **Next** button.

The third **Forgot Password** page will open.
8. Input your security answer in the **Security Answer** field.

9. Input the characters that you see from the highlighted screen box in the **Type Characters** field.

10. Click the **Next** button.

    **The fourth Forgot Password page will open.**

    ![Forgot password: step 4 of 5](image)

11. Read the confirmation statement and choose **Yes, I am** or **No, I am not.**

12. Click the **Next** button.

    **The fourth Forgot Password page will open.**

    ![Forgot password: step 5 of 5](image)

13. Enter a password in the **Password** field and re-enter your password in the **Confirm Password** field. Please be sure to create a Password that complies with the requirements listed on this page.

    ![Forgot password: complete](image)

A password complete page will appear, which allows for you to log-in with your Username and your changed password.
Using the Member Website

The Member Website offers members the ability to access Account Balances, Claim Information, Physician and Hospital lookups, Health Coverage, Drug and Rx Information and Health and Wellness Resources.

The Member Website Home page is designed to allow users easy access to all of the website’s tools.

Please note that the Member Website features may vary depending on Member’s access rights and plan designs.
Using the Quick Links

The Quick Links are available on the footer of every page within myMERITAIN:

- Home
- User Documentation
- Disclaimer
- Privacy Statement
- Terms and Conditions
- Change User Information
- Contact Us
- Log Out

Viewing User Documentation

The User Documentation function allows members access to documentation.

1. From the Member Website Home page, click the User Documentation link.

   The User Documentation page will open.

2. Click the Member Portal User Documentation Reference Guide link.

   The documentation will open in a new window.
Using the Change User Information Function

The Change User Information function allows members to change their password, email address information and secret question.

Accessing the Change User Information Function

1. From the Member Website Home page, click the Change User Information link.

The Change User Information page will open.
Changing Your Password

From the Change User Information page, use the following steps to change your password.

1. Enter your current password in the Current Password field.

2. Enter your new password in the New Password and Confirm New Password fields.

3. Click the Save button.

   A message will display that says: Your password has been updated.

   The new password will be active the next time you login.

Changing Your Email Information

From the Change User Information page, use the following steps to change your email address.

1. Enter your new email in the New Email Address field.

2. Click the Save button.

   A message will display that says Your email address has been saved.

Changing Your Security Question

From the Change User Information page, use the following steps to change your security question.

1. Select a question from the Security Question dropdown.

2. Enter your answer in the Security Answer field.

3. Click the Save button.

   A message will display that says Your security answer has been saved.
Viewing the Disclaimer

1. From the Member Website Home page, click the Disclaimer link.

The Disclaimer page will open.

Using the Contact Us Function

If for any reason you need to contact Customer Service use the Contact Us link.

1. From the Member Website Home page, click the Contact Us link.
The **Contact Us** page will open.

2. Choose your Area of Concern from the drop down box.

3. Enter in the details of your concern in the Request Details section.

4. Click on the Submit Request button to send your request for review.

**Privacy Statement and Terms and Conditions**

Access to both the Privacy Statement and the Site’s Terms and Conditions are always available and accessible for viewing and printing from their respective links at the bottom of the page.
Using the Account Balance Tool

The Account Balance function allows members to access up-to-date account balance information and provide access to websites that may provide them with useful information. (This option may vary based on your group’s plan design.)

Accessing Your Account Summary

1. From the Member Website Home page, click the Account Summary link in the View My Account Balance section.

   OR

2. From the navigation bar, go to Account Balance > Account Summary.

The Account Summary page will open.
Viewing Your Account Summary

From the Account Summary page select the following information:

1. Select the appropriate plan year from the **Plan Year** dropdown.

![Account Summary](image)

2. Select a *participant* or *All* from the **Family Member** dropdown.

   **NOTE:** This step only applies to Members with dependents added to their plan.

![Account Summary](image)

3. Click the **Go!** button.

   The Account Summary for the year and participant chosen will display.

![Account Summary](image)
The Account Summary displays the following information:

**Beginning** – beginning dollar amounts applied to account based on plan options chosen

**Used** – dollar amount that has been paid from the account as of today

**Remaining** – dollar amount remaining in the account

**Deductible Information:**

**Deductible In-Network** – the summary of dollars applied for the In-Network deductible

**Deductible Out-of-Network** – the summary of dollars applied to the Out-of-Network dollars

**Out-of-Pocket Information:**

**Out-of-Pocket In-Network** – the summary of dollars applied to the In-Network Out-of-Pocket requirement

**Out-of-Pocket Out-of-Network** – the summary of dollars applied to the Out-of-Network Out-of-Pocket requirement

**HRA Information:**

**Health Reimbursement Account** – the summary of dollars available and used for your HRA

**FSA Information:**

**Flexible Spending Account** – the summary of dollars available and used for your FSA

### Accessing Your Account Links

1. From the **Member Website Home** page, click the **Account Links** link in the **View My Account Balance** section.

   ![View My Account Balance](image)

   - Account Summary
   - Account Links

   OR

2. From the navigation bar, go to **Account Balance > Account Links**.

   ![Account Links](image)

   The **Account Links** page will open.
Account Links

Click here to login to mybenny.com
Click here to login to Interactive Health Solutions

Viewing Your Account Links

Click the link(s) provided to open a new window to the web site.
Using Access My Health Tools

With My Health Tools, members can take health risk appraisals, obtain information from an online health coach and look up other medical information.

Accessing My Health Tools

1. From the Member Website Home page, click on the Take A Health Risk Assessment link located in the Access My Health Tools section.

OR

2. From the navigation bar, go to Health Tools > Take A Health Risk Assessment.
3. Click a link to open one of the Health Resource tools in a new window.

NOTE: The tools available on the My Health Resources page varies depending on the member’s access rights and plan options.

**Wellness Web Portal**

The Wellness Web Portal provides links to Health Risk Appraisals, Health Coach, Diseases & Conditions and Healthy Lifestyles sites. These sites provide members access to personalized health options, based on their health interests and risks.

Members can research conditions, take health risk appraisals, personalize the site to meet their needs, create an online personal health record, manage a condition, find drug information and browse health topics.

**24/7 Nurse Coach**

The 24/7 Nurse Coach tool provides the Nurse Hotline phone number and the directory to the Health Information Library.

**Using the Prescription Drug Information Tools**

The Drug Information tools offer members access to information about their prescription coverage and prescription and drug information.

**Accessing Prescription Drug Information**

The Prescription Drug Information tool is only available if your plan accesses a pharmacy benefit manager with a website.

1. From the Members Website Home page, click on the Prescription Drug Information link located in Access My Health Tools section.

---

**Access My Health Tools**

- Take A Health Risk Assessment
- Access My 24X7 Nurse Coach Directory
- Health And Wellness Links
- Prescription Drug Information
2. From the navigation bar, go to **Health Tools > My Health Tools**.

![Health Tools](image)

The **Prescription Drug Information** page will open.

![myMERITAIN](image)

Click the link provided to open a new window for your Pharmacy Benefit Manager's website.

**Accessing Health and Wellness Links**

The Health and Wellness Links tool provides you with additional online informational resources.

1. From the **Members Website Home** page, click on the **Health and Wellness Links** section located in the **Access My Health Tools** section.

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**Access My Health Tools**

- Take A Health Risk Assessment
- Access My 24X7 Nurse Coach Directory
- Health And Wellness Links
- Prescription Drug Information
2. From the navigation bar, go to **Health Tools > Health and Wellness Links**.

3. Link to renowned Health and Wellness sites:

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<thead>
<tr>
<th>Learn More:</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Cancer Society</td>
</tr>
<tr>
<td>American Dental Association</td>
</tr>
<tr>
<td>American Diabetes Association</td>
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<tr>
<td>American Heart Association</td>
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<tr>
<td>American Lung Association</td>
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<tr>
<td>American Lung Association</td>
</tr>
<tr>
<td>Centers for Disease Control and Prevention</td>
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<tr>
<td>CDC.gov</td>
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<tr>
<td>Health.gov</td>
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<tr>
<td>Healthfinder</td>
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<tr>
<td>Health.gov</td>
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<tr>
<td>HealthSquare</td>
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<tr>
<td>HealthSquare</td>
</tr>
</tbody>
</table>
Using the Doctor/Hospital Search Tools

The Doctor/Hospital Search tools allow members to locate physicians or hospitals by location or network. Members also have access to health care cost tools, and NAP provider nomination form.

Accessing the Doctor and/or Hospital Search

The Doctor Search function allows members to search for physicians in their network. The Hospital Search function allows members to locate hospitals.

1. From the Member Website Home page, click the Find a Doctor or Find a Hospital In Your Network link in the Find a Doctor or Hospital section.

OR

2. From the navigation bar, go to Doctor/Hospital Search > Find a Doctor (or Find a Hospital).

The Find a Doctor or Hospital In Your Network page will open in a new window for your networks page. This page goes directly to the Preferred Provider Organization (PPO) website. PPO's are assigned to your health plan based on location and access to the best doctors in your area.

3. Navigate through the network site and become familiar with how to search in each specific PPO.
Compare Doctors and Hospitals

The Health Decision Support tools are designed to help members make more informed health care choices. These tools include the The Right Doctor for Me and The Right Hospital for Me.

The Right Doctor for Me

The Right Doctor for Me tool allows members to search for physicians by name and location, or based on personally specified criteria such as location, specialty, gender or years of experience.

The Right Hospital for Me

The Right Hospital for Me tool allows members to search for hospitals and find the best one for them, based on procedures needed, specific name or location. Members can also access profiles for specific procedures or types of care.
Using the Learn About My Benefits Tools

The Learn About My Benefits tools provide members access to Benefit Summary, Routine Child Care, Adult Routine Exams and Coverage information.

Accessing Coverage Information

1. From the Member Website Home page, click the **Who is Covered?** link located in the Learn About My Benefits section.

OR

2. From the navigation bar, go to Learn About My Benefits > Who is Covered?
The **Who is Covered?** page will open.

### Viewing Eligibility Information

The Eligibility Information page displays the following information:

**Group Information:**
- Group ID – information corresponding to your Employer’s account and that determines what information you can see within the Member Website

**Contact Information:**
- **Member ID** – the member’s unique ID number
- **First Name** and **Last Name** – member’s name
- **Birth Date** – the member’s date of birth
- **Address 1, Address 2, City, State** and **Zip** – member’s address

**Coverage Dates:**
- **Coverage Date** – date coverage began
- **Term Date** – last date of coverage

**General Information:**
- **Email 1, Email 2** – member’s email addresses

**Dependents:**
- **ID** – dependent identification number
- **Member ID** – the dependent Social Security Number
Last Name and First Name – dependent names
Birth Date – dependents’ date of birth
Relation – dependents’ relation to member
Effective – effective date of coverage
Termed – last date of coverage

Current Coverage Information:
ID – employer or dependent identifier
Name – member name
Description – type of coverage available
Effective – date the coverage began
Termed – date the coverage ceased

Accessing the Benefit Summary

1. From the Member Website Home page, click on the My Health Plan Summary link located in the Learn About My Benefits section.

OR

2. From the navigation bar, go to My Benefits > Health Plan Summary.
The Health Plan Summary page will open.

This just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Routine Child Care

1. From the Member Website Home page, click on the Routine Child Care link located in the Learn About My Benefits section.

OR

2. From the navigation bar, go to Learn About My Benefits > Routine Child Care.
The Routine Child Care page will open.

<table>
<thead>
<tr>
<th>Well Child Care Schedule</th>
<th>In Network</th>
<th>Out of Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes: Office visits, routine physical examination, laboratory testing, hearing tests, vision tests and immunizations, Up to age 7</td>
<td>100%</td>
<td>0% after deductible</td>
</tr>
</tbody>
</table>

Information is updated frequently to reflect any updates to your health plan. However, this summary is not intent. Validation of benefits is conducted at time of payment, based on the date of services rendered. Please refer to your Members’ benefits and eligibility.

*This just a brief overview of your benefits. Please see your complete plan document, available from your employer.*

## Accessing Adult Routine Physical Exams

1. From the Member Website Home page, click on the Adult Routine Physical Exams link located in the Learn About My Benefits section.

2. From the navigation bar, go to Learn About My Benefits > Adult Routine Physical Exams.
The Adult Routine Physical Exams page will open.

This just a brief overview of your benefits. Please see your complete plan document, available from your employer.

Accessing Plan Documents and Forms

1. From the Member Website Home page, click on the Plan Documents and Forms link located in the Learn About My Benefits section.

   Learn About My Benefits
   - Who is Covered?
   - My Health Plan Summary
   - Routine Chick Care
   - Adult Routine Physical Exams
   - Plan Documents and Forms
   - Request Additional ID Cards

   OR

2. From the navigation bar, go to Learn About My Benefits > Plan Documents and Forms.
The Plan Documents and Forms page will open.

Plan Documents and Forms

Notice Of Privacy Practices
2008 Plan Document
Flexible Spending Reimbursement Form
Dependent Care Reimbursement Form
Prescription Claim Form

This is just a sample of documents and forms.

3. Click on any available link to view the document or form. The document or form will open in a new window viewable in a PDF format.

Accessing Request Additional ID Cards

1. From the Member Website Home page, click on the Request Additional ID Cards link located in the Learn About My Benefits section.

OR

2. From the navigation bar, go to Learn About My Benefits > Request Additional ID Cards

The Request Additional ID Cards page will open.

3. Select the number of ID cards needed and click on the Submit Request button.
Using the Compare Cost Information Tools

Compare Cost Information tools allow Members compare the costs for common healthcare services, review prescription drug pricing and locate viable generic alternatives, and see the big picture of healthcare spending through the Estimate My Health Care Costs tool.

Accessing Costs for Common Healthcare Services

The Costs for Common Healthcare Services function is designed to help members make more informed health care choices. (This is only available if you belong to a Consumer-Directed Health Plan.)

1. From the **Member Website Home** page, click the **Costs for Common Healthcare Services** link located in the **Compare Cost Information** section.

OR

2. From the navigation bar, go to **Cost Information > Costs for Common Healthcare Services**.
Health Decision Support Tools

The Health Decision Support tools are designed to help members make more informed health care choices. These tools include the Common Health Care Services, The Right Doctor for Me, The Right Hospital for Me and Estimate My Health Care Costs.

The Right Doctor for Me

The Right Doctor for Me tool allows members to search for physicians by name and location, or based on personally specified criteria such as location, specialty, gender or years of experience.

The Right Hospital for Me

The Right Hospital for Me tool allows members to search for hospitals and find the best one for them, based on procedures needed, specific name or location. Members can also access profiles for specific procedures or types of care.

Costs for Common Health Care Services

The Costs for Common Health Care Services tool allows members to find out the costs of common health conditions, diagnostic tests, drug categories, inpatient procedures, medical services and office visits.
Accessing Drug Pricing Information

With the Drug Pricing tool members can access health and drug information provided to help them make more informed health care choices.

3. From the Member Website Home page, click the Prescription Drug Pricing link located in the Compare Cost Information section.

OR

4. From the navigation bar, go to Cost Information > Drug Pricing.

3. The Drug Digest page will open in a new window.
Estimate My Health Care Costs

The Estimate My Health Care Costs tool allows members to access information for selecting the best health insurance coverage to best meet their individual needs.

Accessing the Estimate My Health Care Costs Tools

This feature is only available if the member’s employer has opted for these decision support tools.

1. From the Member Website Home page, click the Estimate My Health Care Costs link located in the Compare Cost Information section.

<table>
<thead>
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<th>Compare Cost Information</th>
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<tbody>
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<td>Costs for Common Healthcare Services</td>
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<tr>
<td>Prescription Drug Prices</td>
</tr>
<tr>
<td>Estimate My Health Care Costs</td>
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</tbody>
</table>

OR

2. From the navigation bar, go to Cost Information > Estimate My Health Care Costs.

The Coverage Advisor Support Tool will open in a new window.
Using the Claim Information Tools

The Claim Information tools allow members to view open claims, claims history information and the member claim form.

Accessing Claims in Process

Use the following steps to access and view open claims for yourself or your dependents.

1. From the Member Website Home page, click the Claims in Process link in the Review My Claim Information section.

   Review My Claim Information
   - Claims in Process
   - Claim History
   - Review My Explanation of Benefits

   OR

2. From the navigation bar, go to Claim Information > Claims in Process.

The Claims in Process page will open.

NOTE: All columns can be sorted by clicking the arrow (↑↓) buttons under the column heading.

If there are no open claims, a message will appear that says “Currently, there are not claims that qualify.”
Viewing Open Claims

The Open Claims page displays the following information.

**Patient Name** – the name of the patient the claim was submitted for

**Date of Service** – the date the patient received provider/Rx care

**Provider** – the name of the provider that performed the service

**Claim** – the claim number associated with the service

**Billed Charges** – the charges billed by the provider before any discounts/health plan payments are applied

**Paid By Health Plan** – shows if the claim was paid with HDHP, HRA or FSA dollars

**Paid To** – who the check was paid to (member or provider)

**Claim Type** – the type of claim submitted (medical, dental, vision)

NOTE: Per HIPAA regulations the private health information for dependents over the age of 18 is protected. The fields containing private health information will read Protected for Patient Privacy.

Accessing Claim History

Use the following steps to access and view claim history information for yourself and/or your dependents.

1. From the **Member Website Home** page, click the **Claim History** link in the **Review My Claim Information** section.

   **Review My Claim Information**
   - Claims in Process
   - Claim History
   - Review My Explanation of Benefits

   OR

2. From the navigation bar, go to **Claim Information > Claim History**.
The **Claim History** page will open.

![Claim History Form](image)

### Searching Claim History

1. Click the **Search** button to show all claims in the Claim History.

   OR

2. To filter your search, enter any known information in the given fields (see descriptions in the section).

   TIP: If narrowing your search by provider, you can enter either all or part of their name.

3. Click the **Search** button.
The Claim History information will display.

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Date of Service</th>
<th>Provider</th>
<th>Claim</th>
<th>Billed Charges</th>
<th>Paid By Health Plan</th>
<th>Paid By IRA</th>
<th>Paid By FSA</th>
<th>Check Date</th>
<th>Paid To</th>
<th>Claim Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>MADISON JOHNSON</td>
<td>03/31/2006</td>
<td>GENERAL PHYSICIANS</td>
<td>206612025700</td>
<td>140.00</td>
<td>171.00</td>
<td>04/24/2006</td>
<td>Provider</td>
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<tr>
<td>RAY JOHNSON</td>
<td>03/25/2006</td>
<td>GENERAL PHYSICIANS</td>
<td>2066141300</td>
<td>100.00</td>
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<tr>
<td>RAY JOHNSON</td>
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<tr>
<td>PETER JOHNSON</td>
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<td>Member</td>
<td>Medical</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: All columns can be sorted by clicking the arrow (▼ ▲) buttons under the column heading.

Viewing Claim History

The Claims History page displays the following information.

**Patient Name** – the name of the patient the claim was submitted for

**Date of Service** – the date the patient received provider/Rx care

**Provider** – the name of the provider that performed the service

**Claim** – the claim number associated with the service

**Billed Charges** – the charges billed by the provider before any discounts/health plan payments are applied

**Paid By Health Plan** – shows if the claim was paid with HDHP, HRA or FSA dollars

**Check Date** – the date the check was issued

**Paid To** – who the check was paid to (member or provider)

**Claim Type** – the type of claim submitted (medical, vision, dental)

NOTE: Per HIPAA regulations the private health information for dependents over the age of 18 is protected. The fields containing private health information will read Protected for Patient Privacy.

Accessing Explanations of Benefits

Explanations of Benefits (EOBs) may be viewed online by following the steps outlined for Viewing Claims History.
1. Click the **Search** button to show all claims in the Claim History.

**OR**

2. To filter your search, enter any known information in the given fields (see descriptions in the section).

   TIP: If narrowing your search by provider, you can enter either all or part of their name.

3. Click the **Search** button.

   The **Claim History** information will display.

![Claim History Table]

   **NOTE:** All columns can be sorted by clicking the arrow (▲ ▼) buttons under the column heading.

4. To see an individual EOB, click on Explanation Of Benefits where underlined, under the Claim Number. The EOB will open in Adobe Acrobat, and is printer-friendly.
Logging Out

Remember to log out of the Personalized Member Website to ensure confidentiality of your personal health care information.

1. From any page on the myMERITAIN site, click on **Log Out** button, located in the upper right-hand corner of your screen.

OR

2. Click the **Logout** link located in the footer of the website.