MERITAIN HEALTH
An Aetna Company

My Health, My Time, myMERITAIN

Did you know you can find a variety of healthcare tools and resources at **www.meritain.com**?

Your member website, myMERITAIN, gives you 24-hour access to a number of tools and resources that can help you manage your health benefits.

With myMERITAIN you can:

- Check your eligibility and benefits.
- Find the status of claims.
- View your Explanations of Benefits (EOBs).
- Review your benefit plan document.

Access to myMERITAIN is as easy as 1-2-3

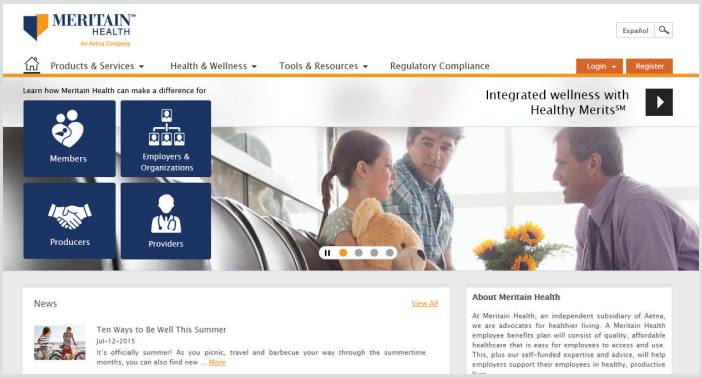
If you have an account, simply log in. If you're a new user, you'll need to register with these simple steps. When you're registering, you'll need your member ID and group ID from your ID Card. (If you're new to the plan, you'll receive your ID Card in the mail soon.)

Step 1

Go to www.meritain.com and click *Register*.

Step 2

Select *Member* under *I am a* and enter your group ID. Then, click *Continue*. You may be prompted to enter your Index number. This is found on your ID Card, if applicable.

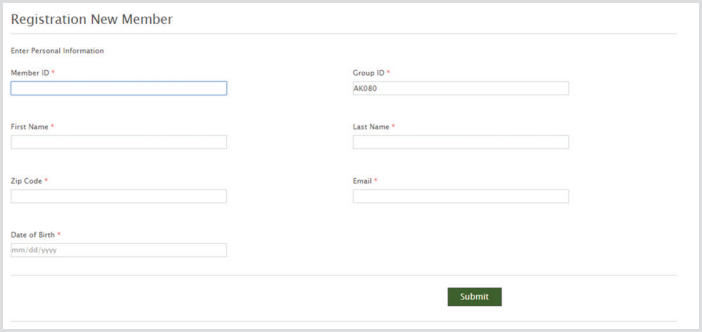


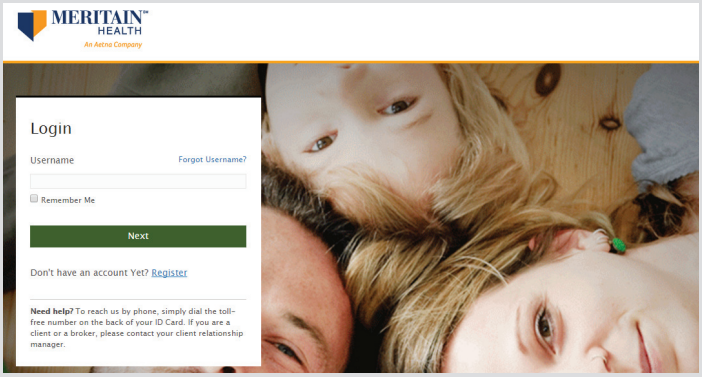
Step 3

You'll need to enter the following information, then select *Submit*:

- Member ID (located on your member ID Card)
- First name (employee, spouse or dependent)
- Zip code
- Date of birth (mm/dd/yyyy)
- Group ID (located on your member ID Card)
- Last name (employee, spouse or dependent)
- Email (personal address)

Then, you will create a username and password. After you confirm your email address—you're done! You'll automatically be logged into your new myMERITAIN account. The next time you log in, just use the same username and password from Step 3.





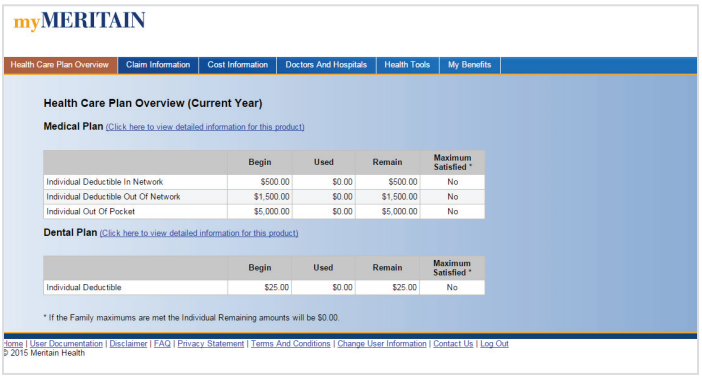
Need help registering for myMERITAIN? You can call us at the number on your ID Card for assistance.

What you'll find at myMERITAIN

Simply click the name of each function in the top banner of myMERITAIN to access the following options. Click *Home* to return to the welcome page.

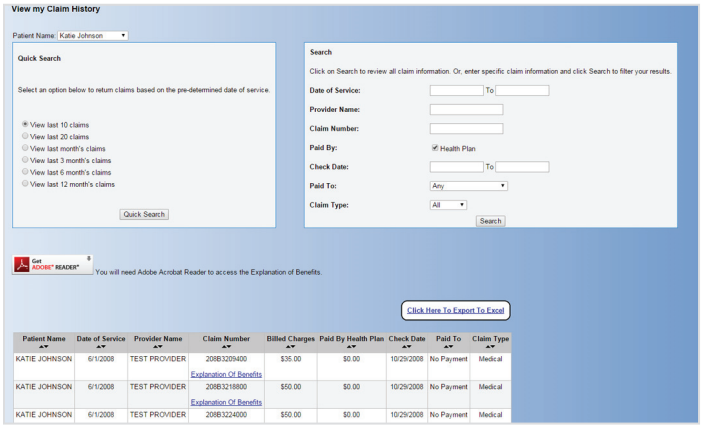
Healthcare Plan Overview

You can view deductibles and out-of-pocket maximums by clicking on *Healthcare Plan Overview*.



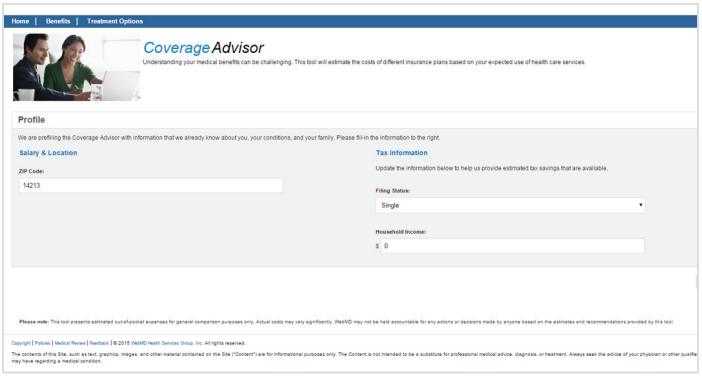
Claim Information

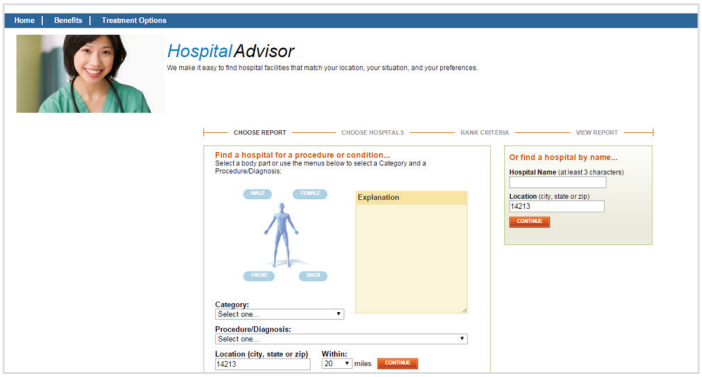
Just click *Claim Information* to view your claims. The *Quick Search* button lets you view all claims. Claims with statuses of *received, in review, processed* or *void* will be displayed. You can view and print the Explanation of Benefits (EOBs) by clicking the link under the claim number.



Cost Information

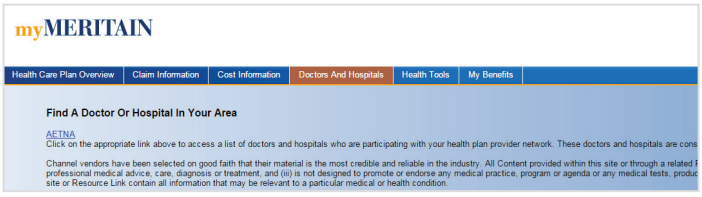
For links to cost comparison tools, simply click *Cost Information.*





Doctors and Hospitals

It's easy to find an in-network doctor, clinic or hospital with myMERITAIN—just click *Doctors And Hospitals* to get started. Next, click *Find A Doctor Or Hospital In Your Network* to be taken to your network's provider finder.

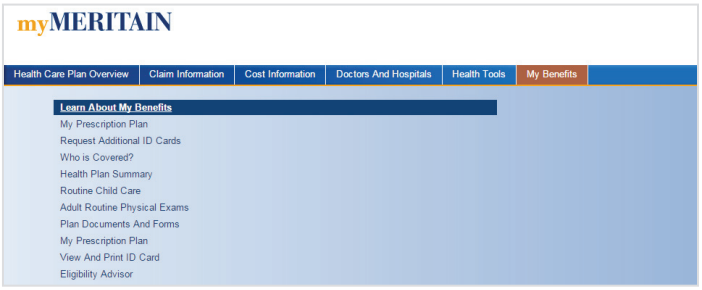


Health Tools

For quick access to health and wellness links, coaching, personal health records, prescription drug information, telemedicine and more, you can click *Health Tools*. (Options vary based on available benefits.)

My Benefits

You can click *My Benefits* to display some of the key features regarding your benefit plan, including prescription plan information, ID Cards and plan documents.



Flexible Spending Account (if applicable)

To access your flexible spending account information, you can click on the *Flex Account* link.

Other Features

You can find the following two features at the bottom of most pages of myMERITAIN. Just click on each feature to access your information.

- **User Documentation**

  To view the member portal reference guide for more information on available features, just click the *User Documentation* link.

- **Change User Information**

  You can click *Change User Information* to change your password or to store your email address.

You can click *Home* at any time to return to the welcome page.

If you need help navigating www.meritain.com or registering your myMERITAIN account, you can call us at the number located on your ID Card.

Important information about myMERITAIN

Spouses and dependents

Per the HIPAA Privacy Regulations, spouses and dependents over age 18 have partially protected healthcare information. To access their information, they'll need to register for their myMERITAIN account using the previous steps. You can view financial information for all dependents, regardless of age.

Returning user login

When returning to the website after your account has been created, just enter your established username and password in the login box.

Incorrect login

You can click *Home* to return to the home page and try again if you receive an incorrect login message.

Website support

If you need help with the login process or forgot your username or password, we're here to help. You can contact customer service using the phone number printed on your ID Card.

If you need help navigating www.meritain.com or registering your myMERITAIN account, simply call us at the number located on your ID Card.

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