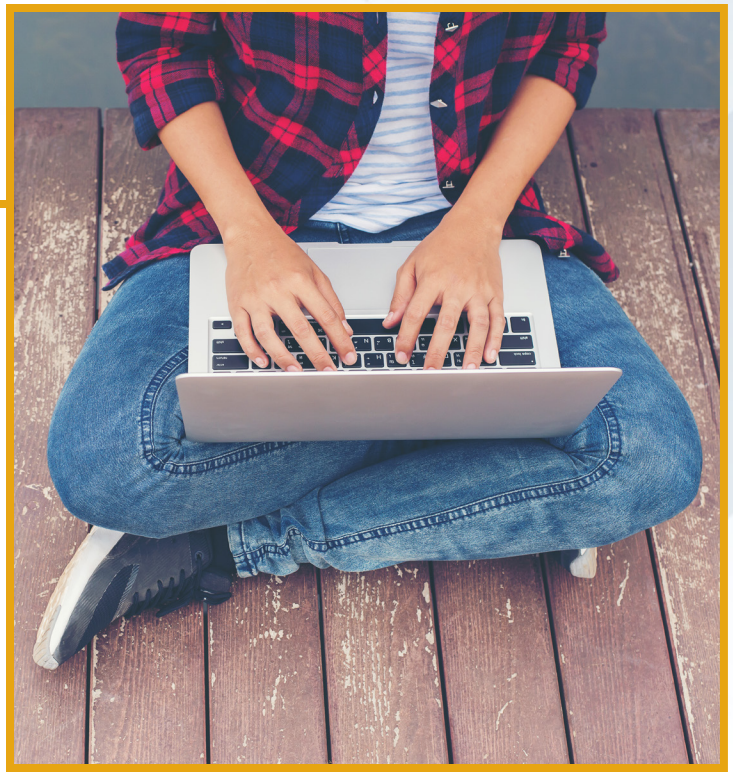
MERITAIN® HEALTH

An Aetna Company



Meritain Health Member Portal

A fresh new connection to your benefits plan

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

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

At meritain.com you can:

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

Access is as easy as 1–2–3

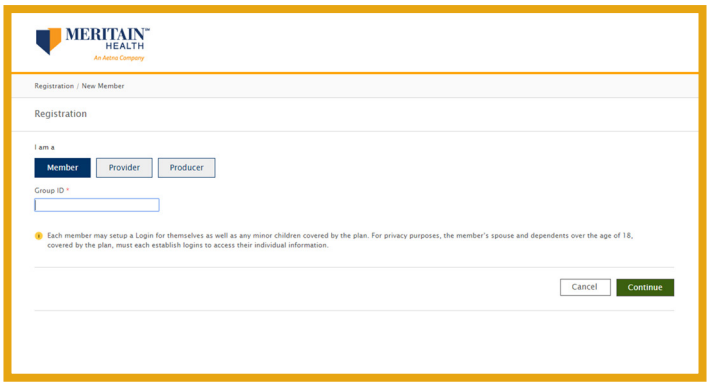
If you have an account, simply log in. If you're a new user, you'll need to register with these simple steps. When you're registering, you'll need your member ID and group ID from your ID Card. (If you're new to the plan, you'll receive your ID Card in the mail soon.)

Step 1

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

Step 2

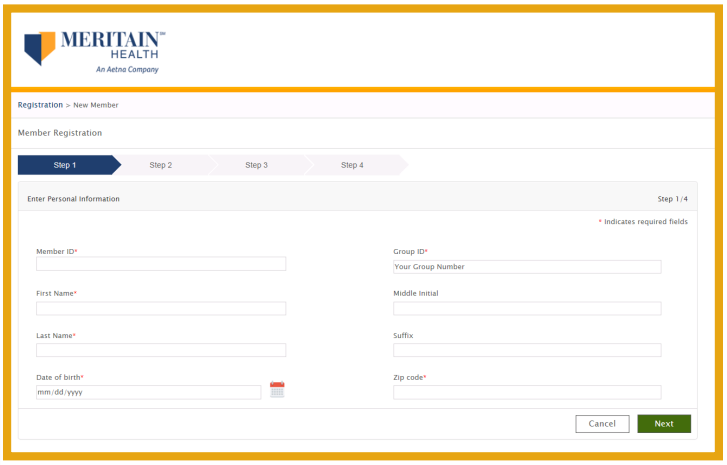
Select *Member* under *I am a* and enter your group ID. Then, click *Continue*. You may be prompted to enter your Index number. This is found on your ID Card, if applicable.

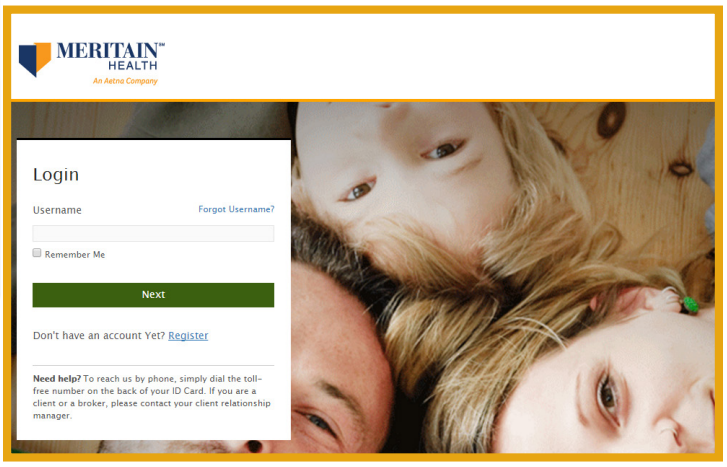


Step 3

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

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





Then, you will create a username and password. After you confirm your email address—you're done!

You can now log in to your account with your new username and password.

Need help registering? You can call us at **1.866.808.2609**.

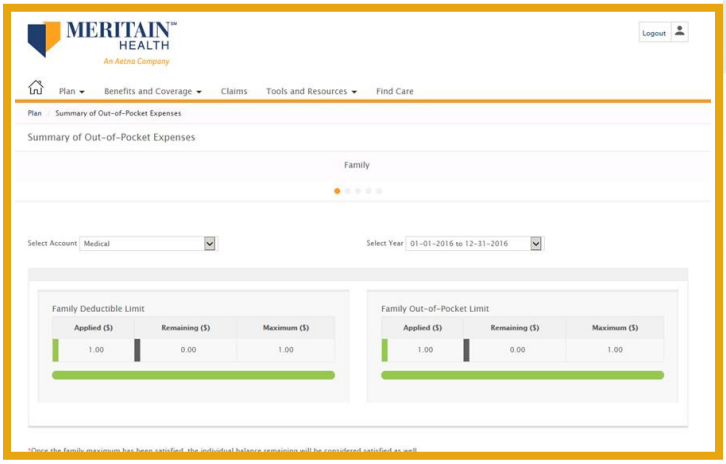
What you'll find at www.meritain.com

Simply click the name of each function in the top banner of the page to access the following options.

Click *Home* to return to the welcome page.

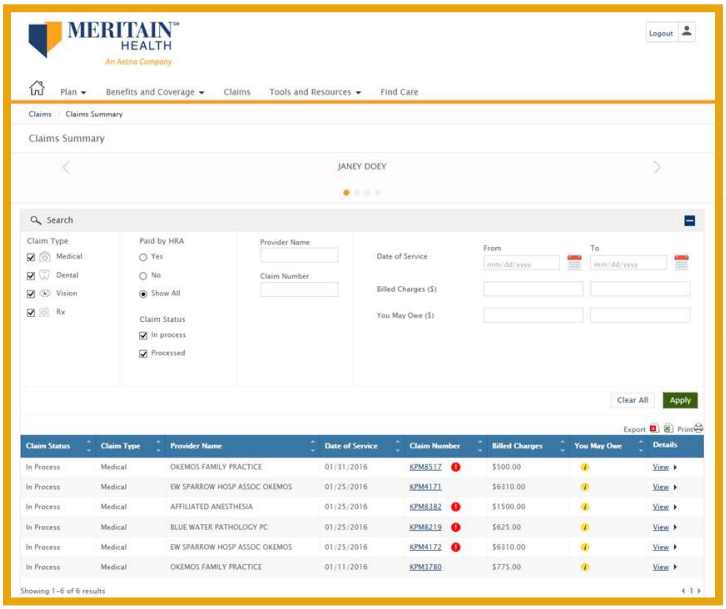
Healthcare plan overview

You can view deductibles and out-of-pocket maximums by clicking on *Summary of Out-of-Pocket Expenses* under the *Plan* drop down link.



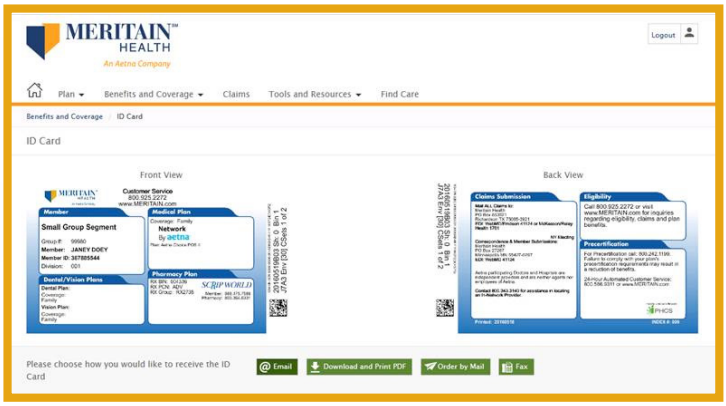
Claim information

Just click *Claims* to view your claim information. The *Apply* 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.



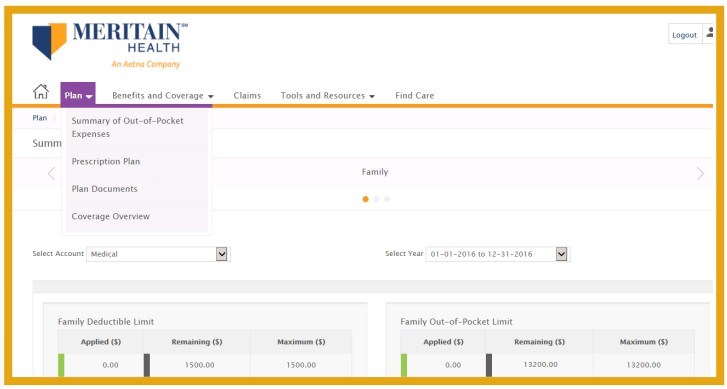
ID Cards

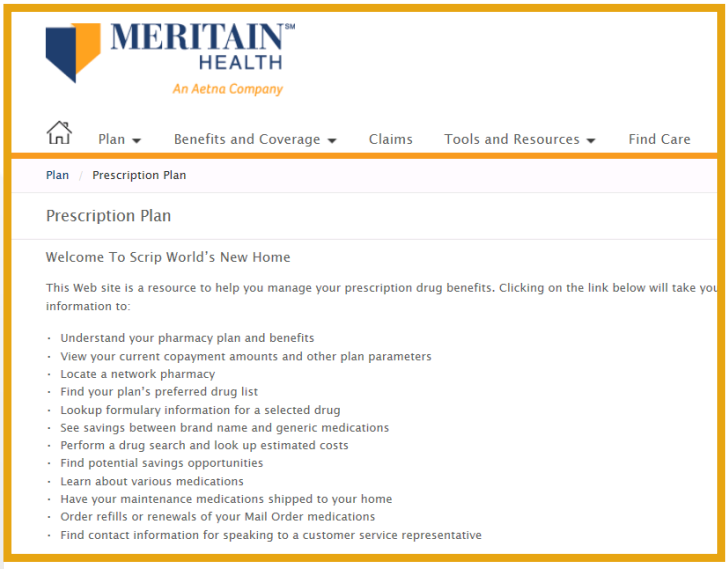
You can click *ID Cards* under *Benefits and Coverage* to view a temporary ID Card or order additional cards. Click the *Plan* dropdown to view some of the site's key features (see below).



Plan document and prescription benefits

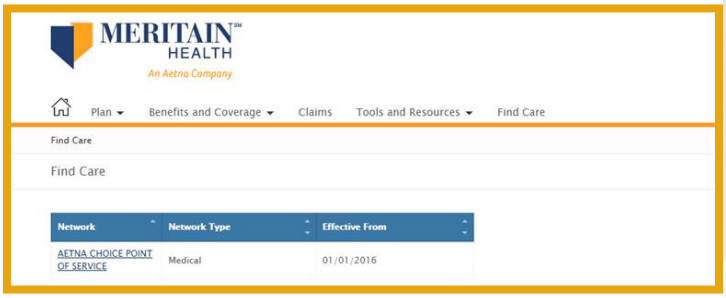
Also view your health plan document and access your Prescription Benefits Management (PBM) page.

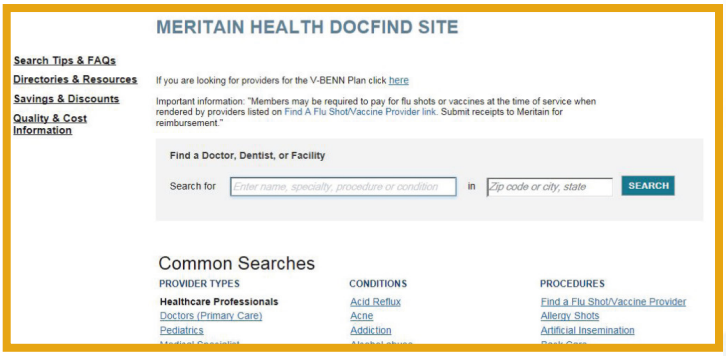




Find care

Finding an in-network doctor, clinic or hospital is simple—just click *Doctors And Hospitals* to get started. Next, click the name of your network to be taken to the network's website.

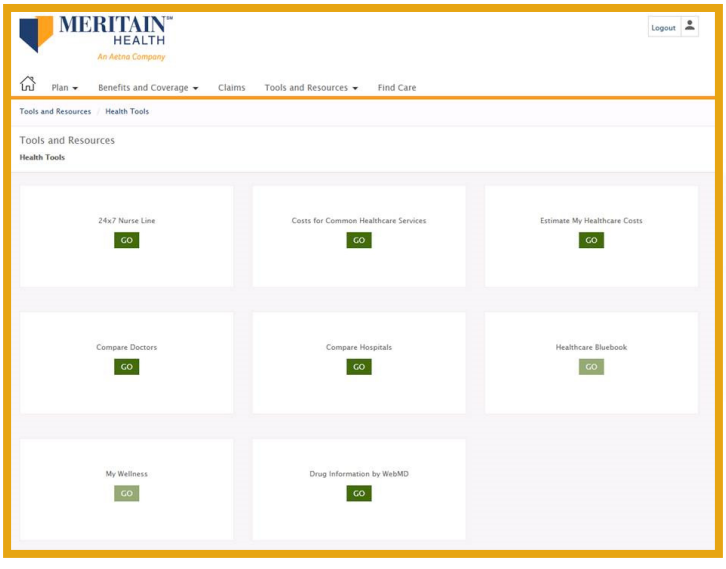




You can click *Start a New Search* to look for an in-network provider. Choose *Aetna Choice® POS II (Open Access)* when prompted to select a plan.

Cost Information/health and wellness

For links to cost comparison tools as well as health and wellness links, simply click *Health Tools* under *Tools & Resources.*



Other features

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 in the footer of your page.

- **Account Settings**

  You can change your password or store your email address when you click *Account Settings*—it's the person icon next to *Log out* in the upper right hand corner of your page.

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

Important information about the member portal

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 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 at **1.866.808.2609**.

If you need help navigating www.meritain.com or registering your account, simply call us at 1.866.808.2609.

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