



Meritain Health® Member Website User Guide

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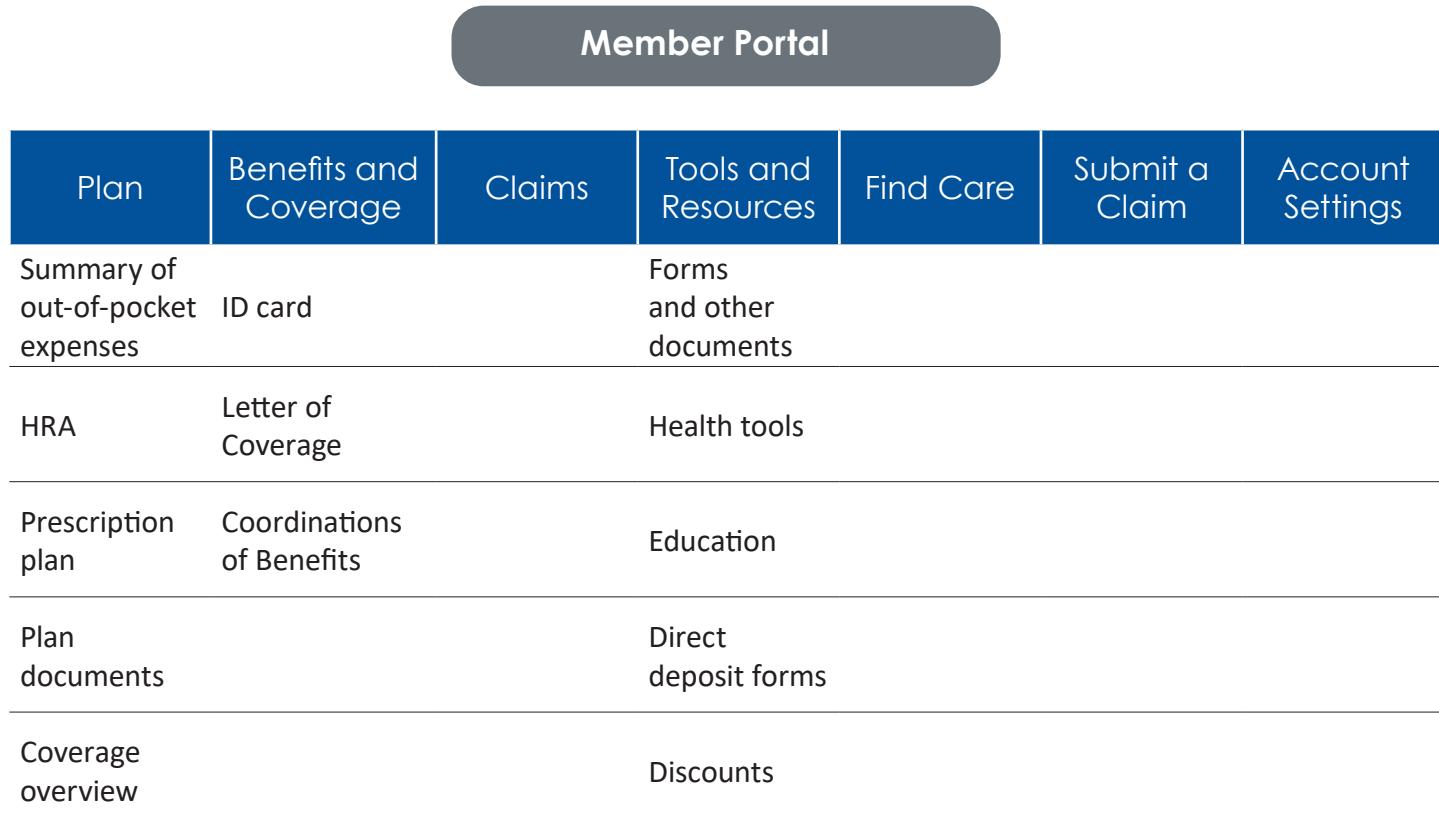
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Introduction

Meritain Health offers members a user-friendly web experience, including accessing account information and other functionalities in a secure environment. The following member user 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 is 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 Portal Flow

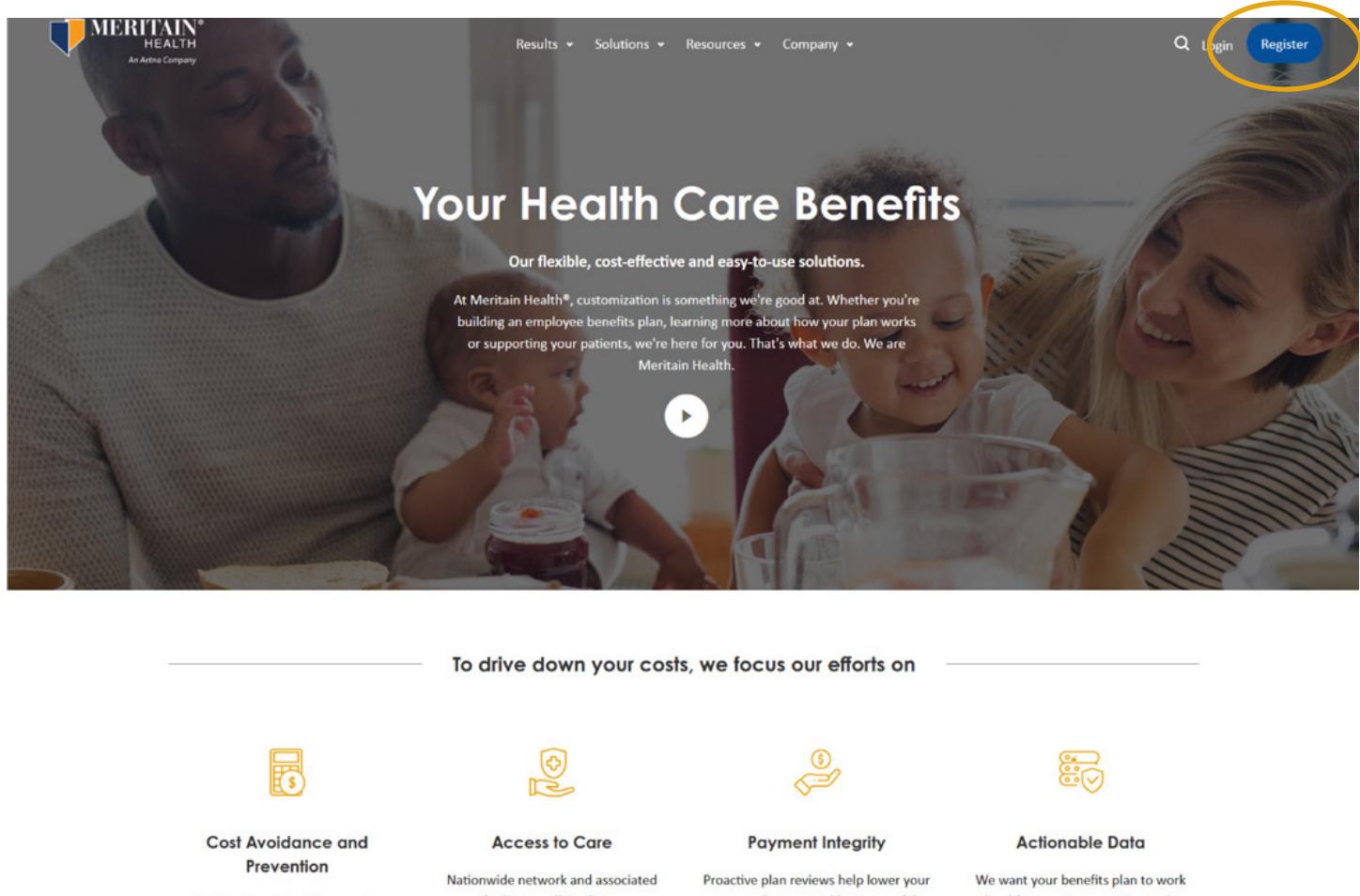


Registering and Logging In

Register

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 on the upper right-hand corner of the *Login* page, click *Register*.



Results **Solutions** **Resources** **Company** [Login](#) [Register](#)

Your Health Care Benefits

Our flexible, cost-effective and easy-to-use solutions.

At Meritain Health®, customization is something we're good at. Whether you're building an employee benefits plan, learning more about how your plan works or supporting your patients, we're here for you. That's what we do. We are Meritain Health.

To drive down your costs, we focus our efforts on

			
Cost Avoidance and Prevention Nationwide network and associated	Access to Care Proactive plan reviews help lower your	Payment Integrity We want your benefits plan to work	Actionable Data

Click the *Member* button and enter your group ID number. You can find this on your member ID card. Then click *Next*.



Registration / New Member

Registration

I am a

Member Provider Producer

Group ID *

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

Follow the prompts to enter your personal information on the *Member Registration* page. Review your information and confirm by clicking *Next*.

Registration > New Member

Member Registration

Step 1 Step 3

Enter Personal Information Step 1/4

* Indicates required fields

Member ID* <input type="text"/>	Group ID* <input type="text"/>
First Name* <input type="text"/>	Middle Initial <input type="text"/>
Last Name* <input type="text"/>	Suffix <input type="text"/>
Date of birth* <input type="text"/> mm/dd/yyyy <input style="font-size: 10pt; border: 1px solid #0070C0; border-radius: 2px; padding: 2px 5px;" type="button"/>	Zip code* <input type="text"/>

Cancel

You'll then need to create a username and password. For security purposes, we recommend not using your Social Security number as your password. You'll also need to enter an email address to be used if you need to recover a password or change a security question. You can then enter a separate email address for electronic communications, or simply use the same email you previously entered.

Member Registration

Step 1 **Step 2** Step 3 Step 4

Review and Confirm Information		Step 2/4
Please take a moment to look at the information you entered. Click next if correct		
First Name:	Demo	
Last Name:	Test	
Middle Initial:		
Member ID:	member135	
Group ID:	12727	
Suffix:		
Zip Code:	12345	
DOB:	06/10/1998	
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.		
<input checked="" type="checkbox"/> Yes, I am*		

Then select the option to receive Electronic Communications or to continue to receive paper.

Agree to the terms and conditions, and click Next. You're all set and ready to log in to your Meritain Health member portal!

Member Registration

Step 1

Step 2

Step 3

Step 4

Create Username and Password

Username*

Password *



Confirm Password*

Mobile Phone Number

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.

Website Account Email*

Confirm website Account Email*

This email address will be used for general communications regarding requests made on the website, or for notifications regarding your account.

Electronic Communications Email*

Same as Website Account Email

Confirm Electronic Communications Email*

Once completed, you will see the message below and be prompted back to the *Login* page.

Registration > New Member

Member Registration

Step 1

Step 2

Step 3

Step 4

Registration Complete

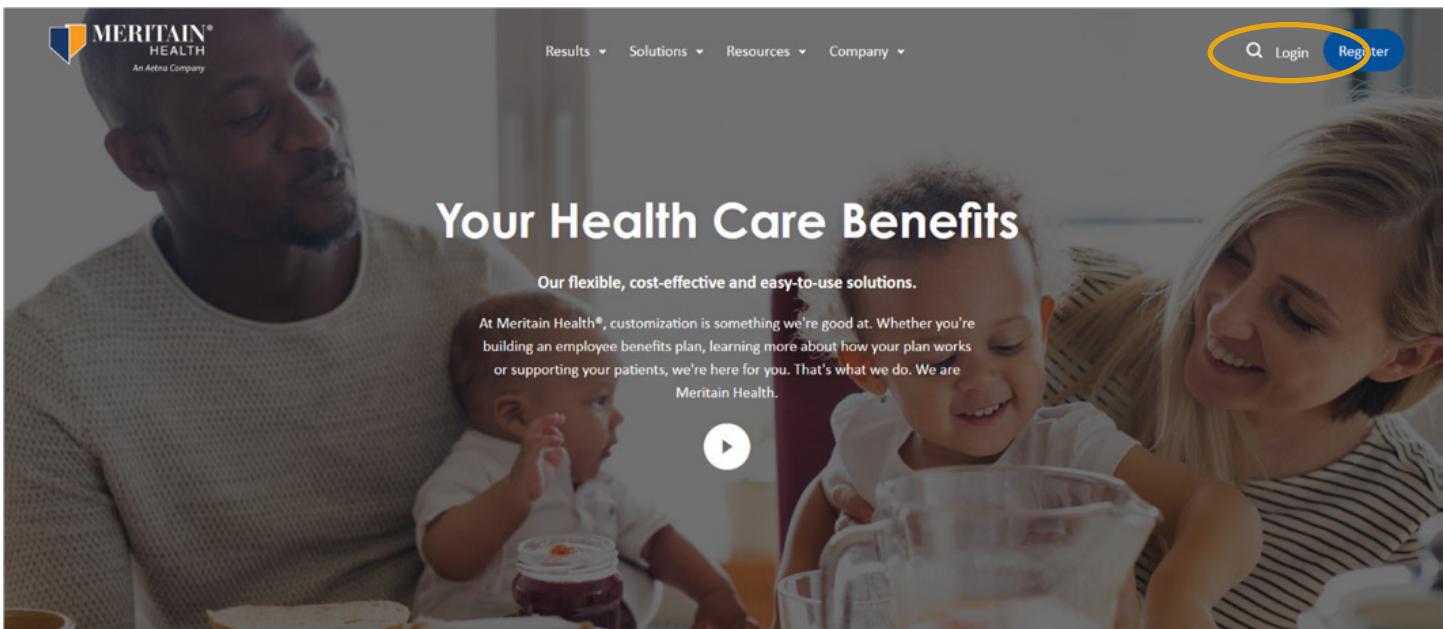
Step 4/4

Your account has been successfully created, please [login here](#). For more information check your email.

Logging In

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

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



To drive down your costs, we focus our efforts on



Cost Avoidance and Prevention



Access to Care

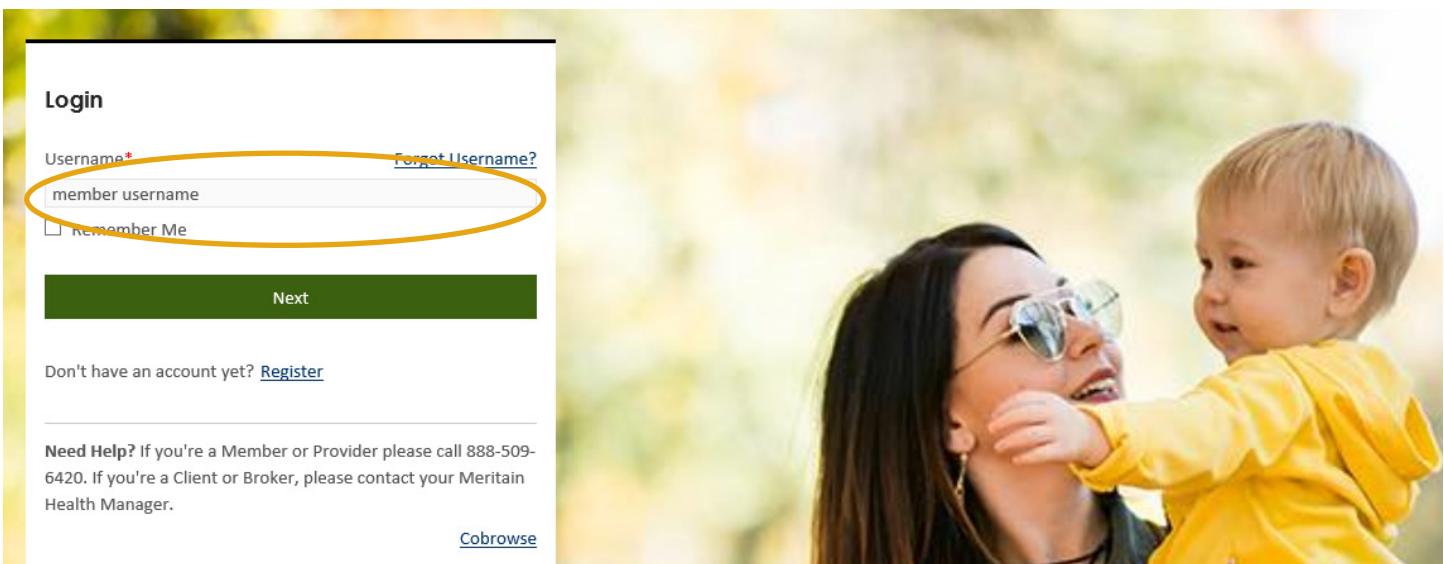


Payment Integrity

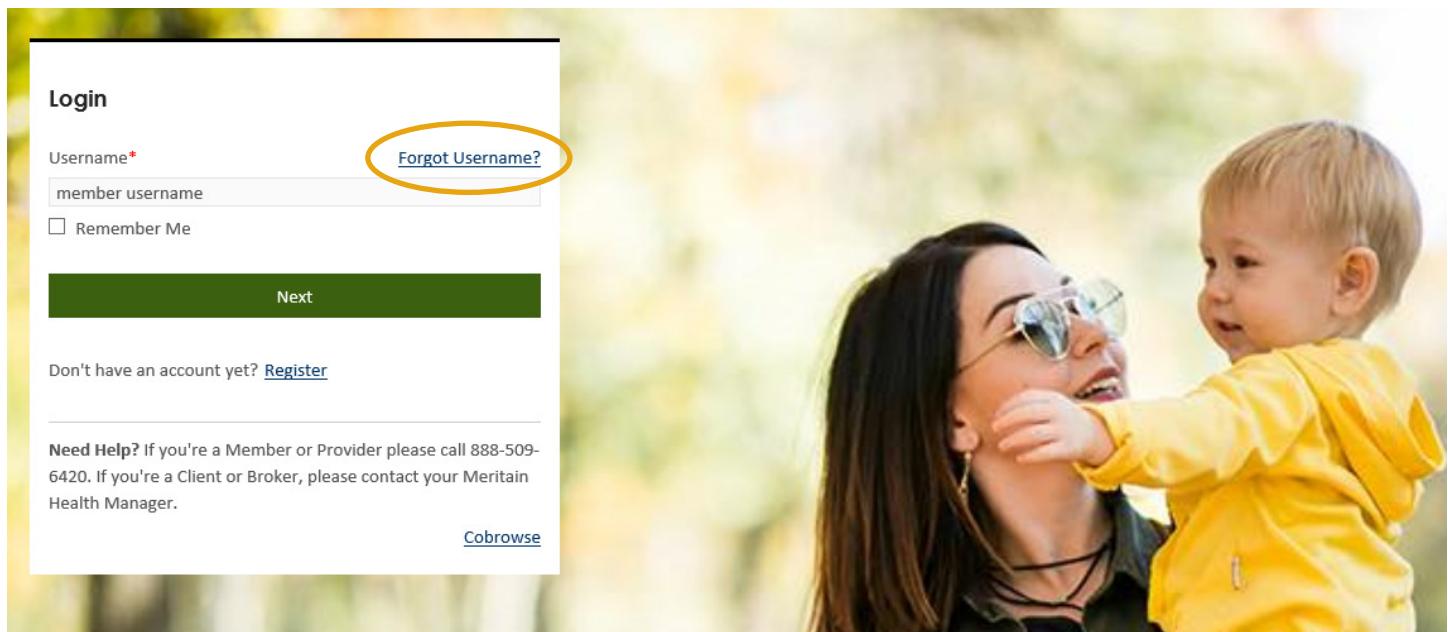


Actionable Data

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* home page and follow the prompts.



Your Member Website Dashboard

You can find valuable information about your health care plan on your home page. It's the first thing you'll see when you log in to your account. From your dashboard, you get a full 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	
					All Coverages >

Group ID	Group Name	Name	Effective Date
12721	WEST BOCA SPORTS MED CTR	ERIC DEAN KLEINHEN (Self)	01/01/2021
12721	WEST BOCA SPORTS MED CTR	GHOLA KLEINHEN (Married Spouse)	01/01/2021

[Member ID Cards >](#)

[Find Care >](#) [Plan Docs >](#) [Discounts >](#)

Member Resources

[Healthcare Blue Book](#)
[Aetna Resources For Living](#)
[Compare Hospitals](#)
[Peerfit](#)

Out-of-Pocket Expenses [View All >](#)

[Medical](#) [Dental](#)

Family In-Network Deductible Limit - \$2500.00

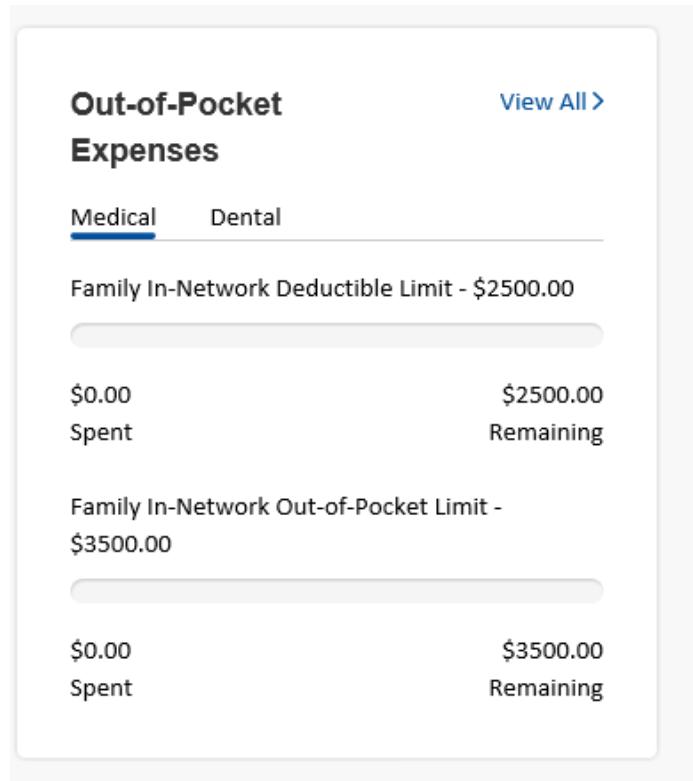
From the top toolbar of your dashboard, you can also link to information about your plan, benefits coverage, covered dependents, claims, and much more. Your dashboard is a one-stop-shop for all the valuable information you need to manage your health care benefits!

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 takes effect. You also have a maximum out-of-pocket limit, after which your benefits are covered at 100 percent.

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 home page. 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.



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

Select Account Select Year

SWW HRA

In-Network

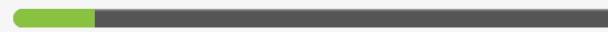
Family In-Network Deductible Limit

Applied (\$)	Remaining (\$)	Maximum (\$)
455.00	2045.00	2500.00



Family In-Network Out-of-Pocket Limit

Applied (\$)	Remaining (\$)	Maximum (\$)
475.00	3025.00	3500.00



Out-of-Network

Family Out-of-Network Deductible Limit

Applied (\$)	Remaining (\$)	Maximum (\$)
455.00	4545.00	5000.00



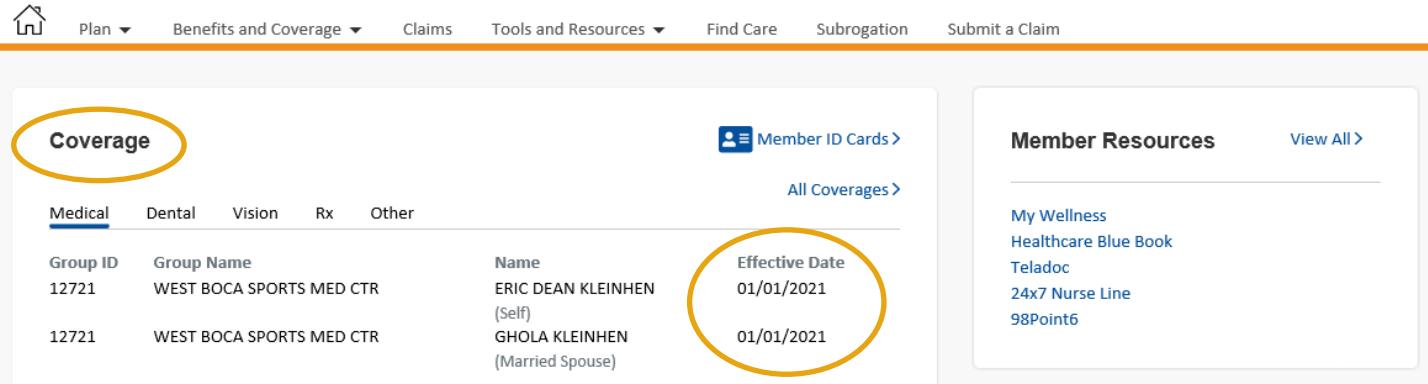
Family Out-of-Network Out-of-Pocket Limit

Applied (\$)	Remaining (\$)	Maximum (\$)
475.00	9525.00	10000.00



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 User Guide homepage. At the top, there is a navigation bar with links for Plan, Benefits and Coverage, Claims, Tools and Resources, Find Care, Subrogation, and Submit a Claim. Below the navigation bar, there are two main sections: 'Coverage' and 'Member Resources'. The 'Coverage' section is highlighted with a yellow oval. It shows coverage details for Medical, Dental, Vision, Rx, and Other categories. For the Medical category, it lists Group ID 12721, Group Name WEST BOCA SPORTS MED CTR, and Names ERIC DEAN KLEINHEN (Self) and GHOLA KLEINHEN (Married Spouse). It also shows the Effective Date as 01/01/2021 for both. An 'All Coverages' link is also present. The 'Member Resources' section is also highlighted with a yellow oval and includes links for My Wellness, Healthcare Blue Book, Teladoc, 24x7 Nurse Line, and 98Point6. A 'View All' link is also present.

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

Coverage

 Member ID Cards >

 All Coverages >

Medical Dental Vision Rx Other

Group ID	Group Name	Name	Effective Date
12721	WEST BOCA SPORTS MED CTR	ERIC DEAN KLEINHEN (Self)	01/01/2021
12721	WEST BOCA SPORTS MED CTR	GHOLA KLEINHEN (Married Spouse)	01/01/2021

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 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.

Coverage

 Member ID Cards >

All Coverages >

Medical Dental Vision Rx Other

Group ID	Group Name	Name	Effective Date
12721	WEST BOCA SPORTS MED CTR	ERIC DEAN KLEINHEN (Self)	01/01/2021
12721	WEST BOCA SPORTS MED CTR	GHOLA KLEINHEN (Married Spouse)	01/01/2021



Find Care >



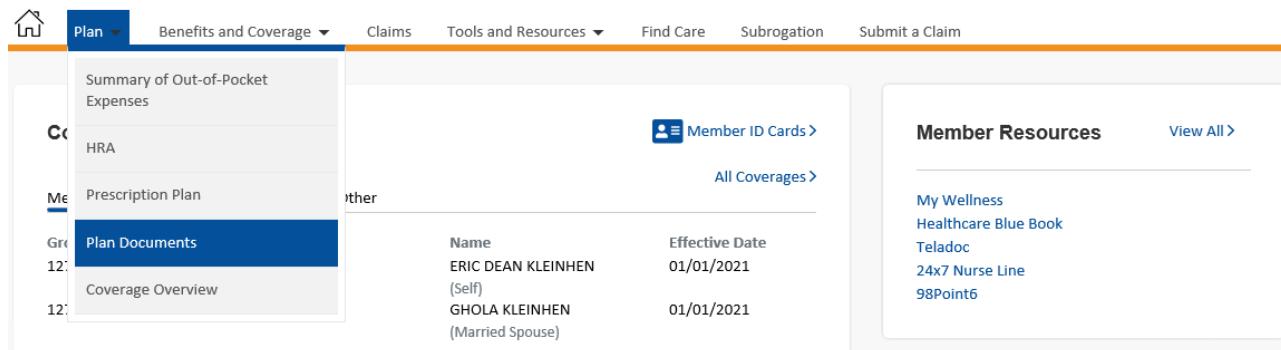
Plan Docs >



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.



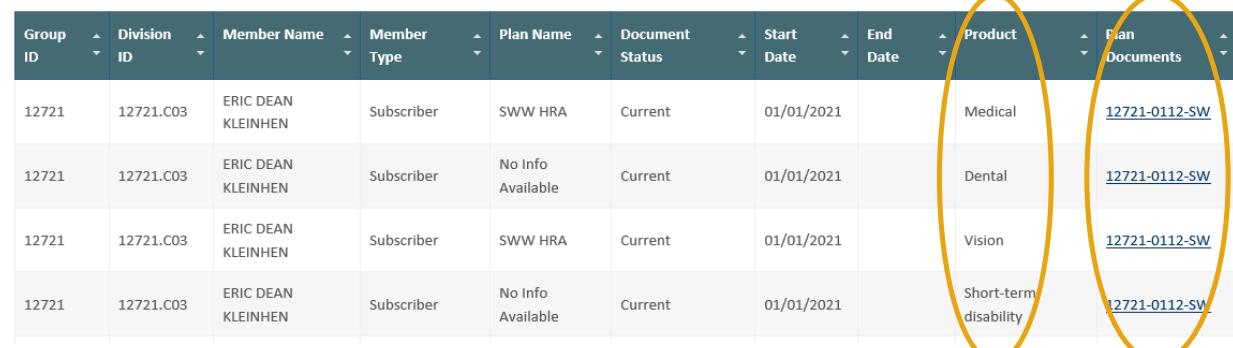
Plan Benefits and Coverage Claims Tools and Resources Find Care Subrogation Submit a Claim

Member Resources View All >

My Wellness Healthcare Blue Book Teladoc 24x7 Nurse Line 98Point6

Group ID	Division ID	Member Name	Member Type	Plan Name	Document Status	Start Date	End Date	Product	Plan Documents
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	SWW HRA	Current	01/01/2021		Medical	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	No Info Available	Current	01/01/2021		Dental	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	SWW HRA	Current	01/01/2021		Vision	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	No Info Available	Current	01/01/2021		Short-term disability	12721-0112-SW

Your member portal 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
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	SWW HRA	Current	01/01/2021		Medical	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	No Info Available	Current	01/01/2021		Dental	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	SWW HRA	Current	01/01/2021		Vision	12721-0112-SW
12721	12721.C03	ERIC DEAN KLEINHEN	Subscriber	No Info Available	Current	01/01/2021		Short-term disability	12721-0112-SW

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

OECK
Last Visited on 12/29/2020
For

Amount Billed	You May Owe	Status Processed
\$775.60	\$0.00	>

[View All Claims >](#)

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



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 Summary

ERIC DEAN KLEINHEN

↔

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 <input type="text"/> To <input type="text"/>
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"/>	

Clear All
Apply

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

Export Print

! Please wait until the claim is processed to know the actual dollar values.

Claim Status	Claim Type	Provider Name	Date of Service	Claim Number	Billed Charges	You May Owe	Details
In Process	Medical	COTOIA FRANKLIN	01/05/2021	DB90376	\$75.00	!	View ▶
Processed	Medical	COTOIA FRANKLIN	01/03/2021	DB90363	\$165.00	\$20.00	View ▶
In Process	Medical	COTOIA FRANKLIN	01/02/2021	DB90361	\$100.00	!	View ▶
In Process	Vision	LEE-MOY	01/01/2021	DB13736	\$185.00	!	View ▶
In Process	Medical	COTOIA FRANKLIN	01/01/2021	DB90347	\$250.00	!	View ▶
In Process	Medical	BRUMMETT-OHARE	12/31/2020	DG3TA64	\$189.00	!	View ▶
In Process	Medical	BRUMMETT-OHARE	12/31/2020	DG3TA65	\$228.00	!	View ▶
In Process	Medical	BRUMMETT-OHARE	12/31/2020	DG6PH05	\$1216.00	!	View ▶
Processed	Medical	KIM MATT	01/15/2019	BZ89063	\$500.00	\$0.00	View ▶
Processed	Medical	KIM MATT	01/15/2019	BZ89032	\$500.00	\$0.00	View ▶

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

Group ID	12721
Subscriber	ERIC DEAN KLEINHEN
Patient Name	ERIC DEAN KLEINHEN
Patient Account Number	
Provider Name	FRANKLIN COTOIA

Address 1	1911 SW CAMPUS DR
Address 2	
City	SAN DIEGO
State/Province	CA
Zip Code	92130-2302

Payment Information



Billed Charges \$75.00

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

Processed Date	03/08/2021
Paid Date	03/01/2021
Paid Amount	i
Check Number	
Paid to	FRANKLIN COTOIA
Paid to Address1	1911 SW CAMPUS DR
Paid to Address2	
Paid to City	SAN DIEGO
Paid to State	CA
Paid to Zip Code	92130-2302

How to View an Explanation of Benefits (EOB)

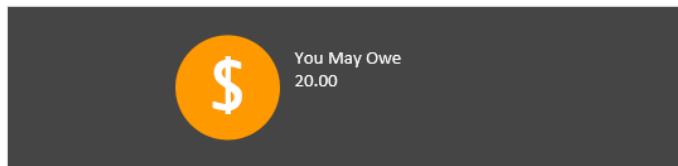
Sometimes, you may need more information about how your claim was processed—how your benefits were applied and how much you'll need to pay. You can get this through an Explanation of Benefits statement, or EOB.

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

Claim Information

Group ID	12721
Subscriber	ERIC DEAN KLEINHEN
Patient Name	ERIC DEAN KLEINHEN
Patient Account Number	
Provider Name	FRANKLIN COTOIA

Address 1	1911 SW CAMPUS DR
Address 2	
City	SAN DIEGO
State/Province	CA
Zip Code	92130-2302

Payment Information

Billed Charges \$165.00



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

Processed Date	03/01/2021
Paid Date	02/28/2021
Paid Amount	\$165.00
Check Number	59811129
Paid to	FRANKLIN COTOIA
Paid to Address1	1911 SW CAMPUS DR
Paid to Address2	

How to View and Print ID cards

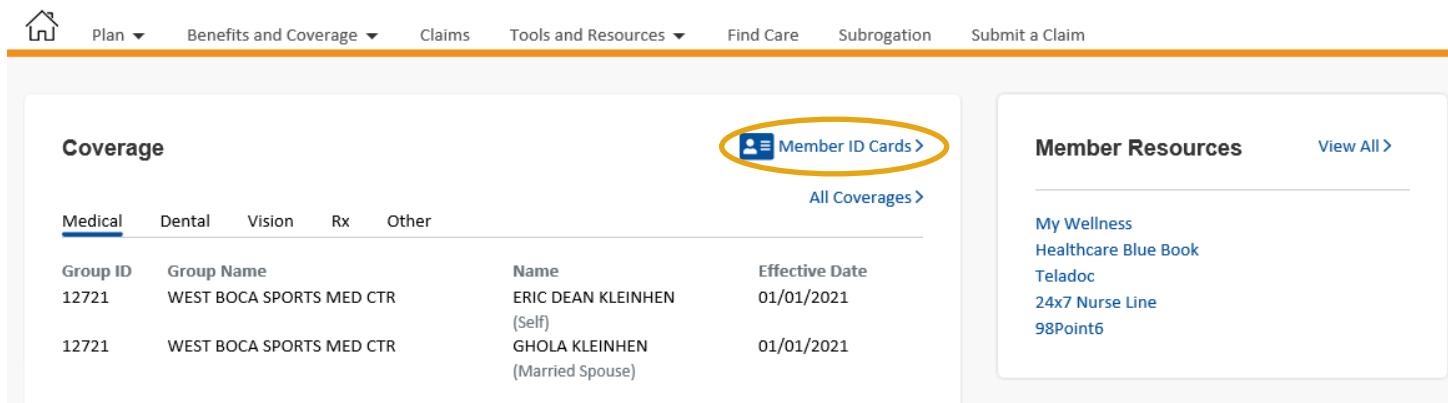
If you or a member of your family has lost your ID card, that's okay! You can view your existing ID card, order new or extra cards online, and print temporary cards in the meantime. Here's what you need to know!

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

How to View and Print ID cards

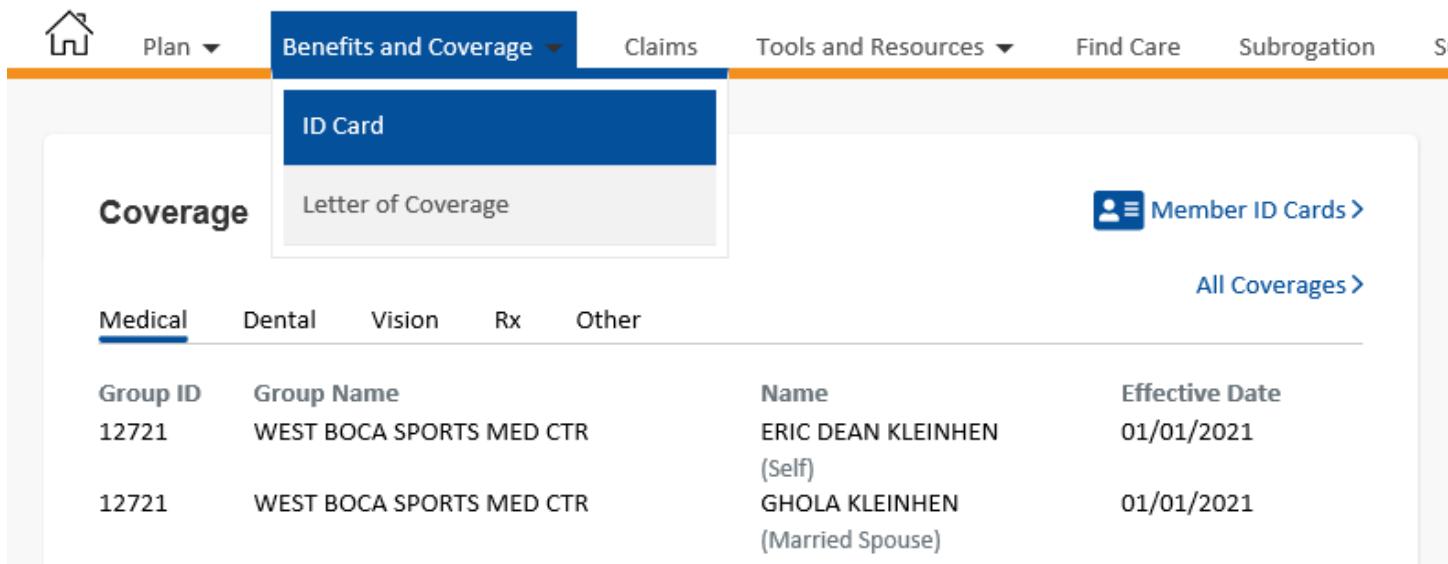
If you or a member of your family has lost your ID card, that's okay! You can view your existing ID card, order new or extra cards online, and print temporary cards in the meantime. Here's what you need to know!

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



The screenshot shows the Meritain Health homepage. At the top, there is a navigation bar with links for Home, Plan, Benefits and Coverage, Claims, Tools and Resources, Find Care, Subrogation, and Submit a Claim. The 'Benefits and Coverage' link is currently selected, indicated by a blue background. Below the navigation bar, there is a 'Coverage' section with tabs for Medical, Dental, Vision, Rx, and Other. The Medical tab is selected. It displays two entries for Group ID 12721, both associated with WEST BOCA SPORTS MED CTR. The first entry is for ERIC DEAN KLEINHEN (Self) with an Effective Date of 01/01/2021. The second entry is for GHOLA KLEINHEN (Married Spouse) with the same Effective Date. To the right of the coverage section is a 'Member Resources' sidebar with links for My Wellness, Healthcare Blue Book, Teladoc, 24x7 Nurse Line, and 98Point6. A yellow circle highlights the 'Member ID Cards >' link in the coverage section.

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



The screenshot shows the Meritain Health homepage with the 'Benefits and Coverage' link expanded in a dropdown menu. The 'ID Card' option is highlighted with a blue background. Below the dropdown, there is a 'Coverage' section with tabs for Medical, Dental, Vision, Rx, and Other. The Medical tab is selected. It displays two entries for Group ID 12721, both associated with WEST BOCA SPORTS MED CTR. The first entry is for ERIC DEAN KLEINHEN (Self) with an Effective Date of 01/01/2021. The second entry is for GHOLA KLEINHEN (Married Spouse) with the same Effective Date. To the right of the coverage section is a 'Member ID Cards >' link and a 'All Coverages >' link.

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.

ID card

ERIC DEAN – Subscriber

Front View



Back View



Please choose how you would like to receive the ID Card

@ Email

Download and Print PDF

Order by Mail

Fax

Email ID Card

Enter Email Address *

demo@meritain.com

Disclaimer

i 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.

I Accept *

Cancel

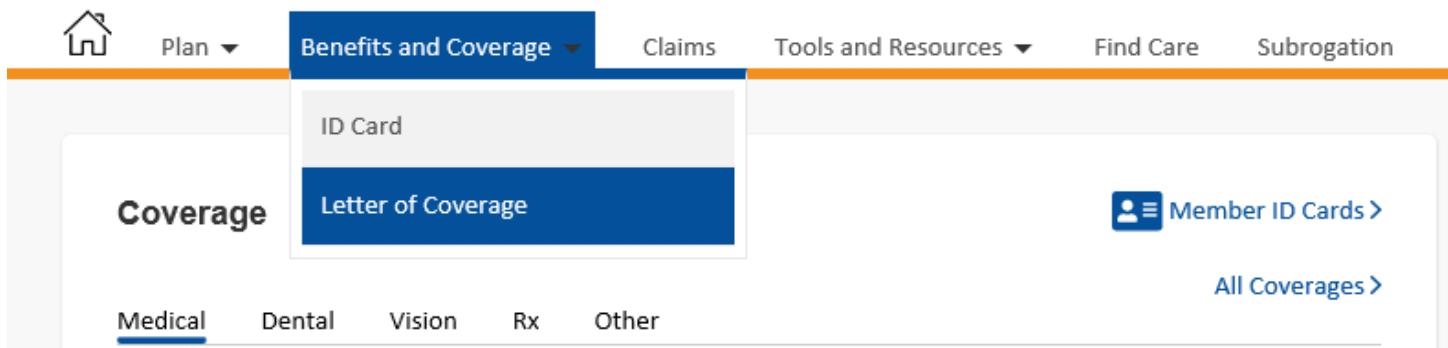
Submit

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)

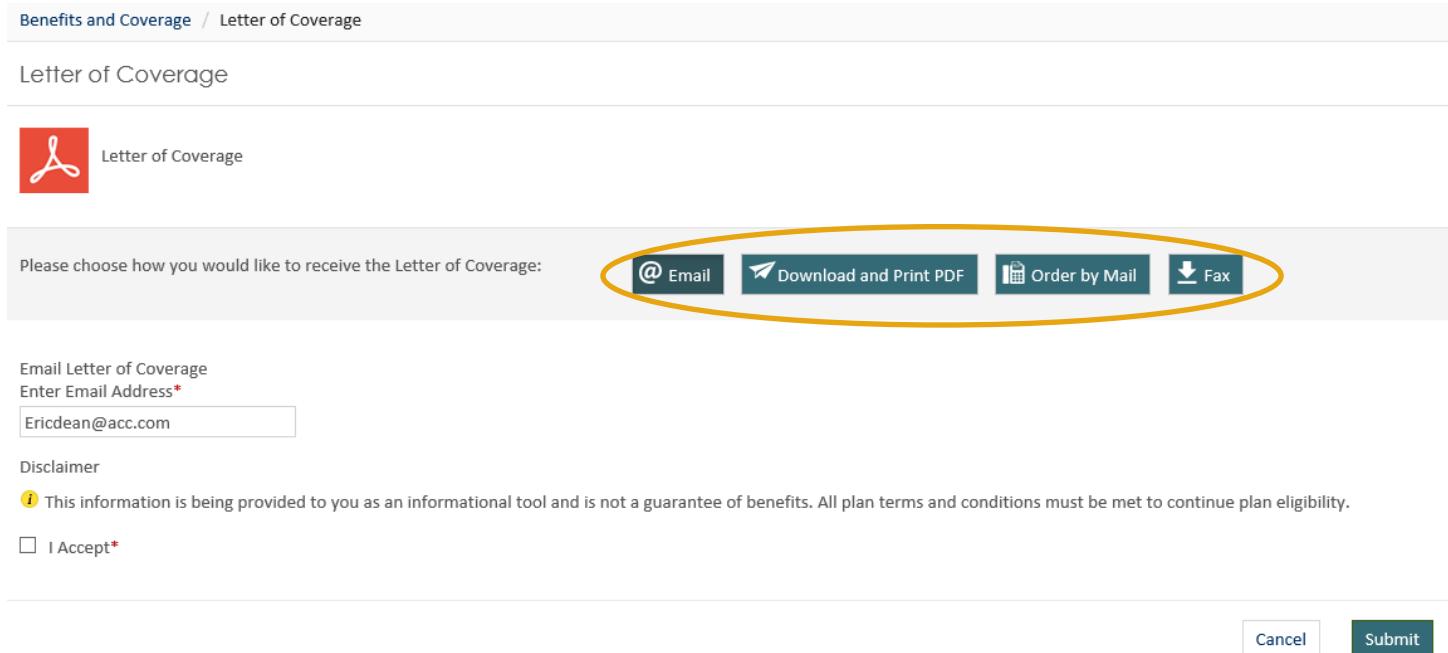
You may find you need a Letter of Coverage to qualify for COBRA benefits or if your adult dependent is applying for their own insurance. If so, you can request one from your Meritain Health member website.

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's top navigation bar. The 'Benefits and Coverage' menu is open, with 'Letter of Coverage' highlighted in blue. Other options in the dropdown include 'ID Card'. Below the toolbar, there are tabs for 'Medical' (which is underlined in blue), 'Dental', 'Vision', 'Rx', and 'Other'. To the right, there are links for 'Member ID Cards >' and 'All Coverages >'. The left sidebar has a 'Coverage' section.

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



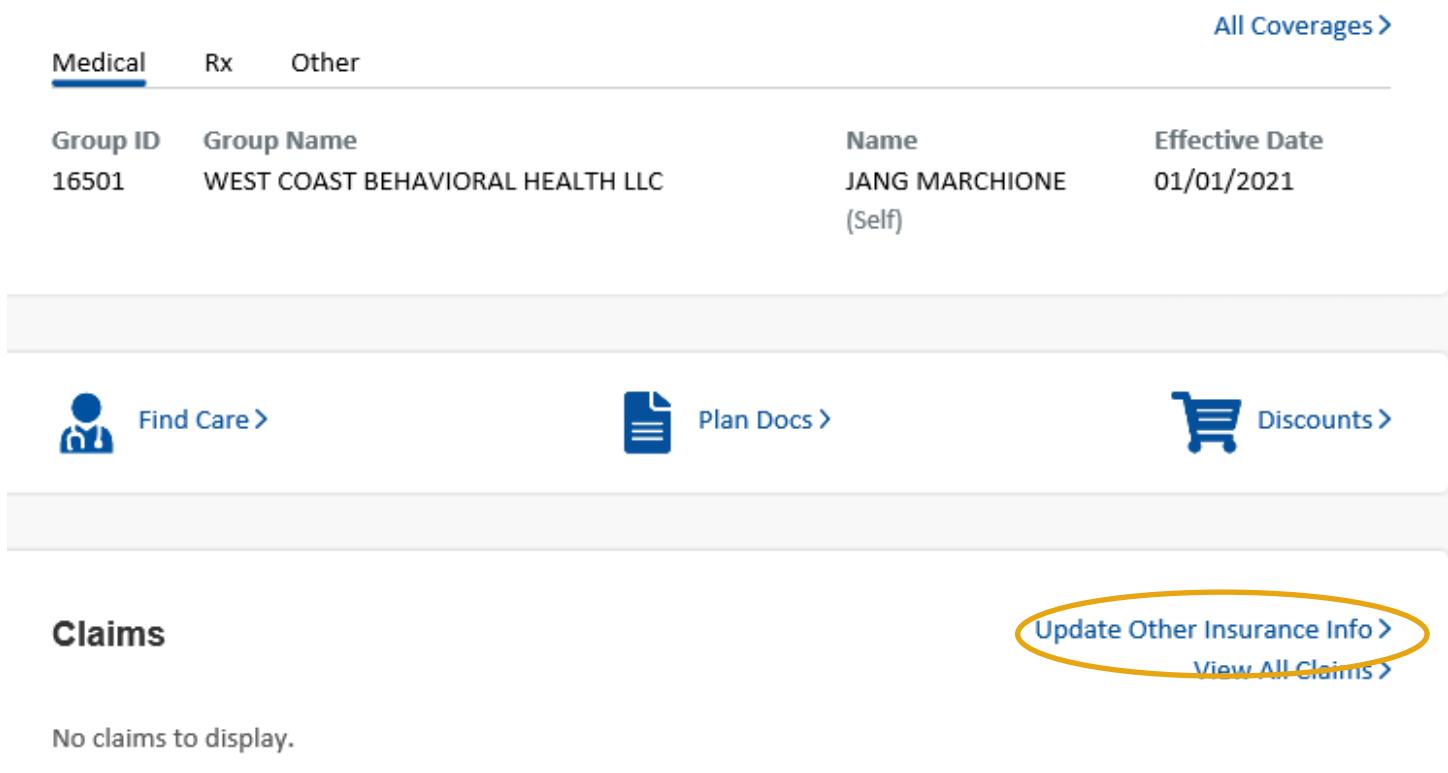
The screenshot shows the 'Letter of Coverage' request page. At the top, it says 'Benefits and Coverage / Letter of Coverage' and 'Letter of Coverage'. Below that is a section for entering an email address to receive the letter. There are four buttons for receiving the letter: '@ Email', 'Download and Print PDF', 'Order by Mail', and 'Fax'. The '@ Email' button is circled in yellow. At the bottom, there is a 'Disclaimer' section with a note about plan terms and conditions, a checkbox for 'I Accept*', and 'Cancel' and 'Submit' buttons.

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 portal!

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.

Coverage



Medical Rx Other [All Coverages >](#)

Group ID	Group Name	Name	Effective Date
16501	WEST COAST BEHAVIORAL HEALTH LLC	JANG MARCHIONE (Self)	01/01/2021

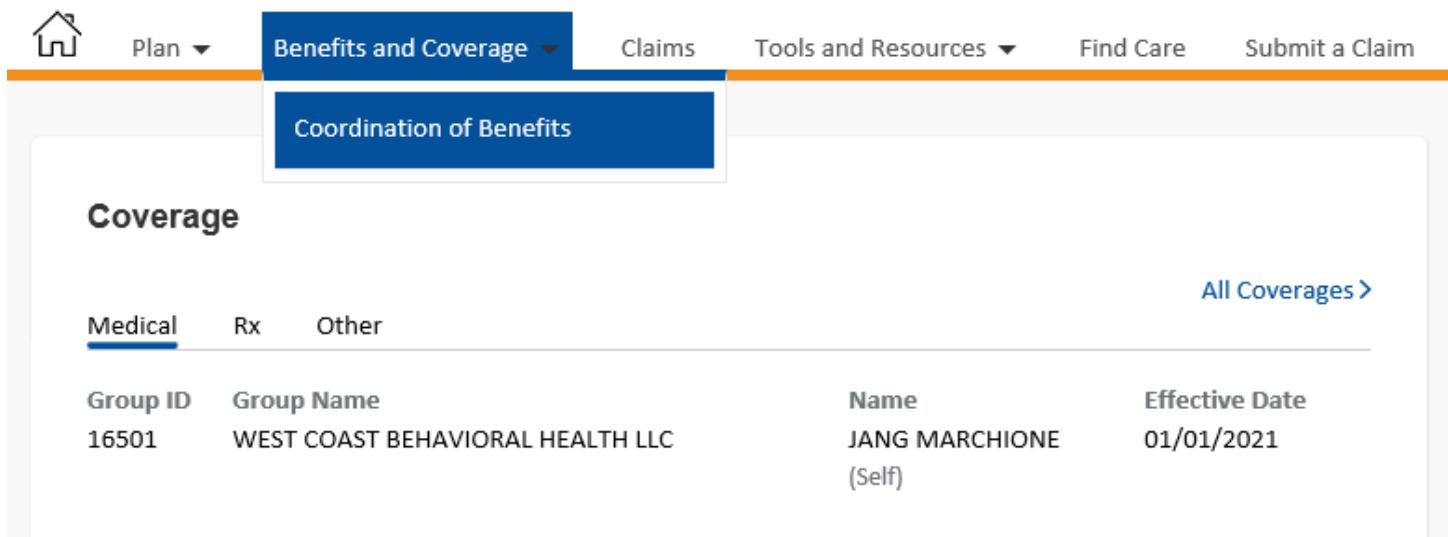
[Find Care >](#) [Plan Docs >](#) [Discounts >](#)

Claims

No claims to display.

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

You can also access the 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 Submit a Claim

[Coordination of Benefits](#)

Coverage

Medical Rx Other [All Coverages >](#)

Group ID	Group Name	Name	Effective Date
16501	WEST COAST BEHAVIORAL HEALTH LLC	JANG MARCHIONE (Self)	01/01/2021

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
JANG MARCHIONE	Employee	Medical	No Other Insurance

Update Your Coordination of Benefits Information



* Indicates required fields

Coordination of Benefits

Is the subscriber covered by any other plan? *

Yes No

Medicare / Medicaid Information

Is the subscriber covered by Medicare? *

Yes No

Is the subscriber covered by Medicaid? *

Yes No

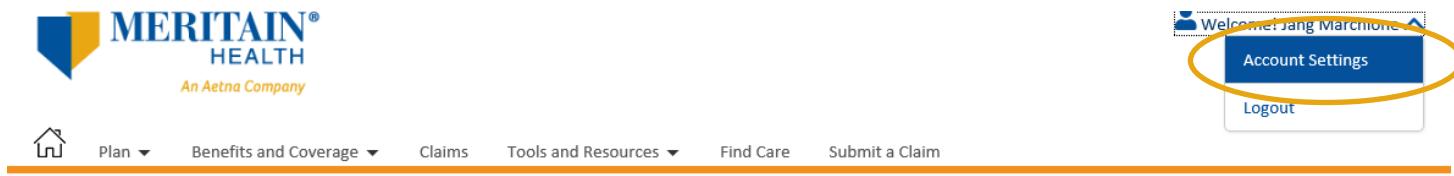


You can choose from four ways to receive your letter: by email, fax, or regular mail you can download the file and print it on your own.

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 portal.

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!

[Update Account Information](#)[Update User Information](#)[Update Communication Preferences](#)[Update HIPAA Authorization Settings](#)

Update Account Information

Full Name

ERIC DEAN KLEINHEN

Password

Current Meritain Connect Password

 [Edit](#)

Security Question and Answer

 [Edit](#)

Security Question

Security Answer

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.

 [Edit](#)

Current Website Account Email

8073000016@M.com

Electronic Communications Email

This email address will be used for general communications regarding requests made on the website, or for notifications regarding your claims.

 [Edit](#)

Current Electronic Communications Email

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.

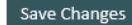
New Website Account Email ID*

Confirm New Website Account Email ID*

Make this the same as the Electronic Communications email

Current Meritain Connect Password*

[Cancel](#)

 [Save Changes](#)

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

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

Update User Information

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

First Name: ERIC DEAN Middle Initial: Last Name: KLEINHEN

Phone Number (optional): 888-888-8888 Phone Number Type: Mobile

Address1: 9410 N 31ST AVE Address2: Country: UNITED STATES OF AMERICA

City: BELLEVILLE State: ILLINOIS Zip Code: 62223-3207

Your request was submitted successfully. You'll receive an email when it's approved or denied. [View Request](#).

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

Update User Information

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

First Name*: ERIC DEAN Middle Initial: Last Name*: KLEINHEN

Phone Number (optional): 888-888-8888 Phone Number Type: Mobile

Address1*: 123 N 31ST AVE Address2: Country*: UNITED STATES OF AMERICA

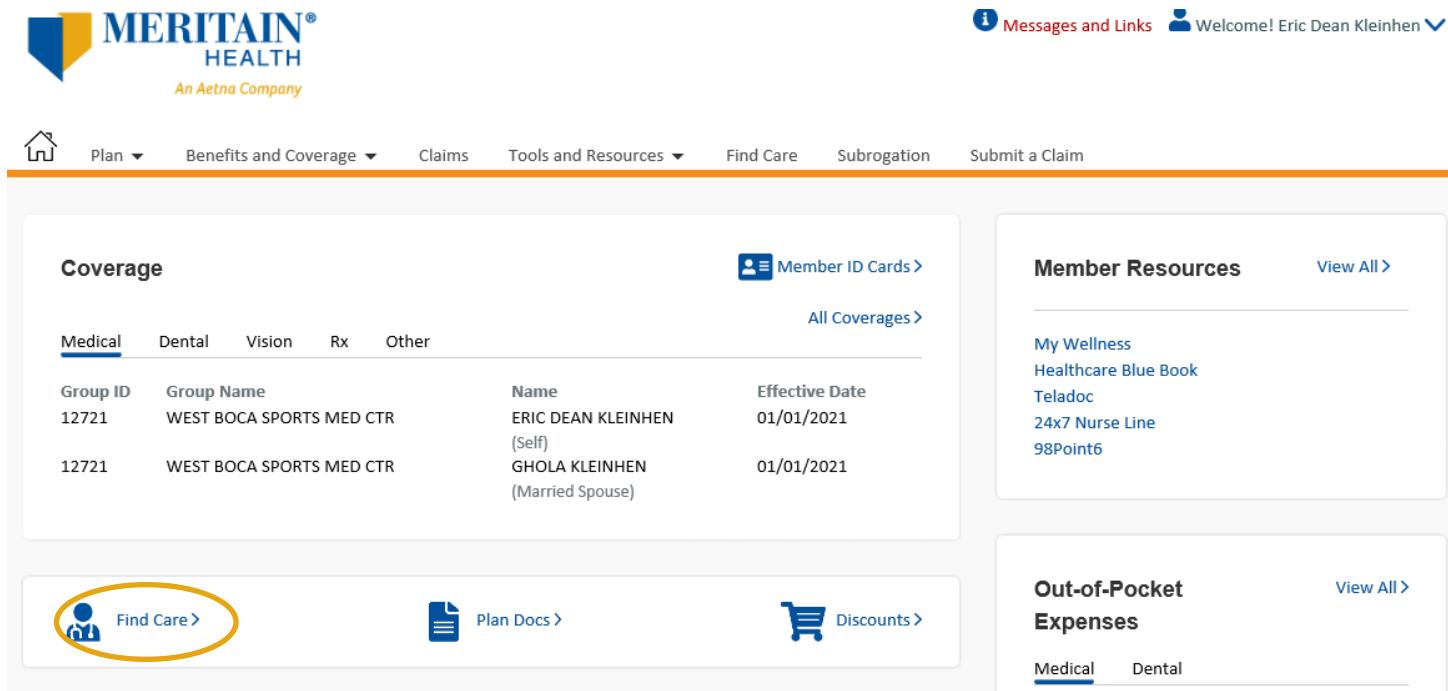
City*: BELLEVILLE State*: ILLINOIS Zip Code *: 62223-3207

Current Meritain Connect Password*:

Finding a Provider in Your Network

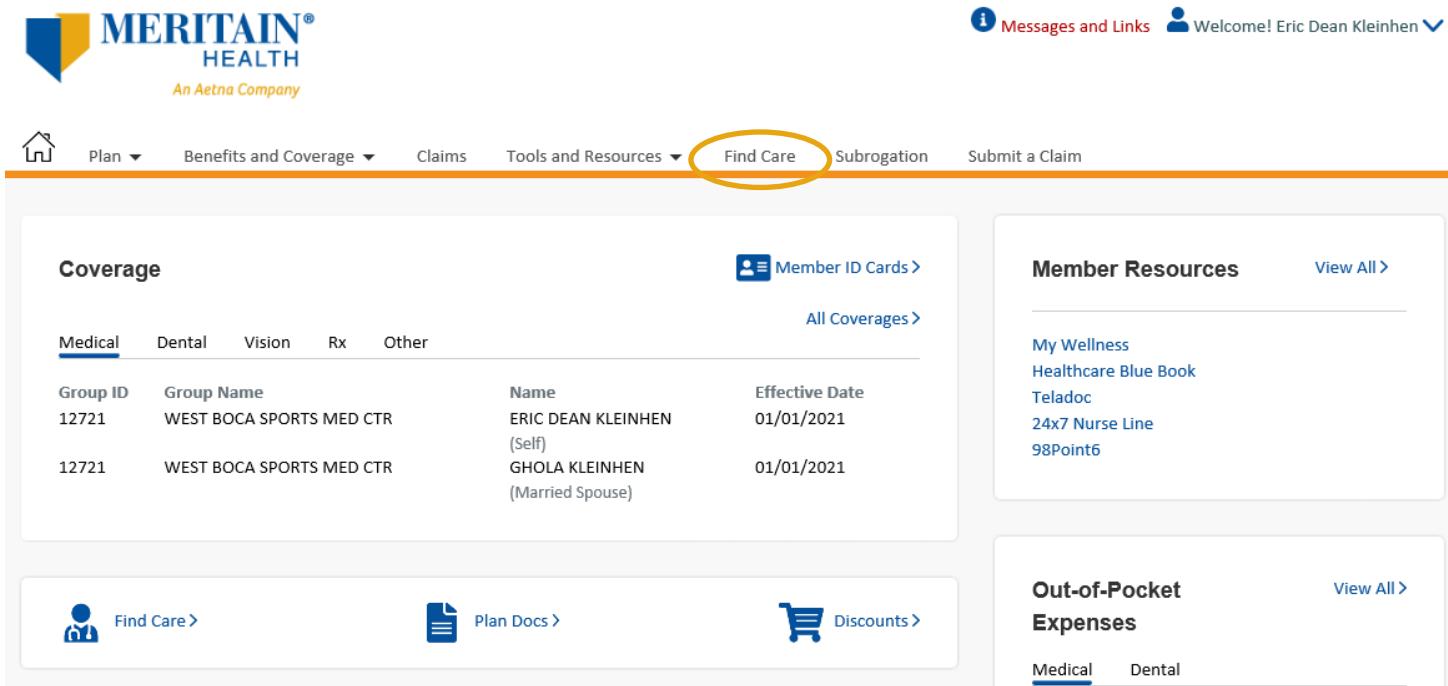
When you're in need of medical care and need to find a doctor or hospital—we can help! You can search for providers in your network with your Meritain Health member website.

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



The screenshot shows the Meritain Health member website. At the top, there is a navigation bar with links for 'Plan', 'Benefits and Coverage', 'Claims', 'Tools and Resources', 'Find Care', 'Subrogation', and 'Submit a Claim'. The 'Find Care' link is highlighted with a yellow oval. The main content area has a 'Coverage' section showing two group entries for 'WEST BOCA SPORTS MED CTR' with member details. To the right are 'Member Resources' and 'Out-of-Pocket Expenses' sections, each with a 'View All' link. At the bottom, there are links for 'Find Care', 'Plan Docs', and 'Discounts'.

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. The 'Find Care' link in the top navigation bar is circled with a yellow oval. The rest of the page content is identical to the first screenshot, including the 'Coverage' section, 'Member Resources' section, and the bottom navigation links for 'Find Care', 'Plan Docs', and 'Discounts'.

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

Find Care

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

Network	Network Type	Effective From
AETNA DENTAL ACCESS/ADMIN	Dental	01/01/2021
AETNA OPEN CHOICE PPO	Medical	01/01/2021

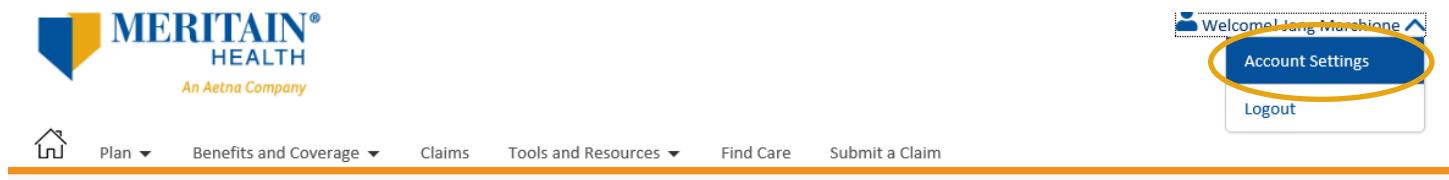
Showing 1-2 of 2 results

◀ 1 ▶

Managing Your Claims and HIPPA 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 portal homepage. Then, click on the profile icon in the top right-hand corner. Then, click on *Account Settings*.



The screenshot shows the Meritain Health portal homepage. At the top, there is a logo for 'MERITAIN HEALTH' with the tagline 'An Aetna Company'. Below the logo is a navigation bar with links: 'Plan', 'Benefits and Coverage', 'Claims', 'Tools and Resources', 'Find Care', and 'Submit a Claim'. In the top right corner, there is a user profile icon with the text 'Welcome! Jane Marchione' and a dropdown menu. The 'Account Settings' option in this menu is highlighted with a yellow oval. Other options in the menu include 'Logout'.

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

[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)

[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](#)

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 portal, 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*.

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

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 the adult dependents on your plan who have registered on the portal. To allow a dependent to view your claims, click the *grant access* button next to their name in the list, and follow the prompts.

[Update Account Information](#) | [Update User Information](#) | [Update Communication Preferences](#) | **Update HIPAA Authorization Settings**

HIPAA Authorization to Disclose Protected Health Information
(Authorization to View Claims History and Claims in Process)

View Current Permission

By completing this authorization process, you will be authorizing the release of your Protected Health Information, as defined in the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"), to a certain individual of your choice that are registered on the Meritain website. The individual to whom you grant access will have the ability to view information regarding your claims history and your claims in process on the Meritain Health member website. To begin the process, please click on the "Grant Access" link next to the corresponding individual below. **You may revoke a HIPAA Authorization at any time by clicking the "Revoke Access" link next to the corresponding individual below and following the revocation process. You may also change a HIPAA Authorization's expiration date at any time by clicking the "Change Date" link below.** If you would like other family members to access your information, they must register on the website first.

Any HIPAA Authorization granted on this website is limited to the release of information regarding your claims history and your claims in process on the Meritain Health member website.

Name	:	ERIC DEAN KLEINHEN
Member ID	:	8196288456
Group ID	:	12721
Division / Department	:	12721.C03
Date of Birth	:	05/15/1956
Email	:	Ericdean@acc.com

HIPAA Settings Table

[Export](#) [Print](#)

Member ID	First Name	Last Name	Date of Birth	Member Type (Subscriber or Dependent)	Authorization to view my Protected Health Information	Expiration Date	Access
8196288456	GHOLA	KLEINHEN	01/21/1963	Dependent	No	-	Grant Access

HIPPA Authorization to Disclose Protected Health Information

ERIC DEAN KLEINHEN - 8196288456

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	GHOLA KLEINHEN
Member ID	8196288456
Group ID	12721
Division / Department	12721.C03
Date of Birth	01/21/1963
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.

Yes, I agree

[Cancel Request](#)

[Continue](#)

You can also remove access by clicking the *Revoke Access* button next to the dependents 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 portal. There's no need to make the update in both places!

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