

Meritain Health Member Portal

A fresh new connection to your benefits plan

Yukon Koyukuk School District

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.

With the Meritain Health Member Portal 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

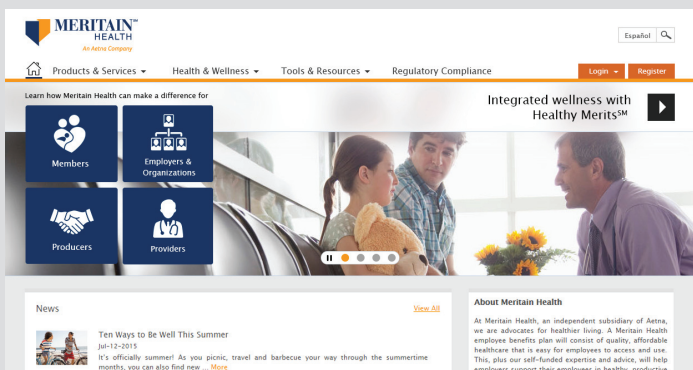
If you have an account, simply log in. If you're a new user, you'll need to register with these simple steps. When you're registering, you'll need your member ID and group ID from your ID Card. (If you're new to the plan, you'll receive your ID Card in the mail soon.)

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.



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 dependents over the age of 18, covered by the plan, must each establish logins to access their individual information.

Cancel Continue

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

The screenshot shows the 'Registration > New Member' page. It's a multi-step process with Step 1 highlighted. The form is titled 'Enter Personal Information' and includes fields for Member ID*, Group ID* (Your Group Number), First Name*, Middle Initial, Last Name*, Suffix, Date of Birth* (mm/dd/yyyy), and Zip code*. A note indicates that fields with an asterisk are required. There are 'Cancel' and 'Next' buttons at the bottom right.

The screenshot shows the 'Login' page. It has a 'Username' field and a 'Forgot Username?' link. Below the field is a 'Remember Me' checkbox and a green 'Next' button. There is also a link for 'Don't have an account Yet? Register'. At the bottom, there is a 'Need help?' section with contact information for phone, ID card, and client relationship manager.

Need help registering? You can call us at 1.866.808.2609.

What you'll find on the member portal

Simply click the name of each function in the top banner of the member portal 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.

The screenshot shows the 'Summary of Out-of-Pocket Expenses' page. It features a navigation bar with 'Plan', 'Benefits and Coverage', 'Claims', 'Tools and Resources', and 'Find Care'. The main content area shows a 'Family' plan selected. Below this, there are two tables: 'Family Deductible Limit' and 'Family Out-of-Pocket Limit'. Each table has columns for 'Applied (\$)', 'Remaining (\$)', and 'Maximum (\$)'. The 'Family Deductible Limit' table shows 1.00 applied, 0.00 remaining, and 1.00 maximum. The 'Family Out-of-Pocket Limit' table shows 1.00 applied, 0.00 remaining, and 1.00 maximum. There are also dropdowns for 'Select Account' (Medical) and 'Select Year' (01-01-2016 to 12-31-2016).

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.

The screenshot shows the 'Claims Summary' page. It features a navigation bar with 'Plan', 'Benefits and Coverage', 'Claims', 'Tools and Resources', and 'Find Care'. The main content area shows a 'Claims Summary' for 'JANEY DOEY'. There is a search bar and a table of claims. The table has columns for 'Claim Type', 'Paid by HRA', 'Provider Name', 'Date of Service', 'From', 'To', 'Billed Charges (\$)', and 'You May Owe (\$)'. The 'Claim Type' column has checkboxes for 'Medical', 'Dental', 'Vision', and 'Rx'. The 'Paid by HRA' column has radio buttons for 'Yes' and 'No'. The 'Provider Name' column has a text input field. The 'Date of Service' column has a text input field. The 'From' and 'To' columns have date pickers. The 'Billed Charges (\$)' and 'You May Owe (\$)' columns have text input fields. There are 'Clear All' and 'Apply' buttons at the bottom right. At the bottom, there is a table with columns for 'Claim Status', 'Claim Type', 'Provider Name', 'Date of Service', 'Claim Number', 'Billed Charges', 'You May Owe', and 'Details'. The table shows one claim with status 'In Process', type 'Medical', provider 'OKEMOS FAMILY PRACTICE', date '01/31/2016', claim number 'KPM6517', billed charges '\$500.00', and you may owe '\$0.00'.

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).

Front View

Back View

Please choose how you would like to receive the ID Card

Email Download and Print PDF Order by Mail Fax

Plan document and prescription benefits

You can also view your health plan document and access your Prescription Benefits Management (PBM) page.

Plan Documents

Family

Applied (\$)	Remaining (\$)	Maximum (\$)
0.00	1500.00	1500.00

Applied (\$)	Remaining (\$)	Maximum (\$)
0.00	13200.00	13200.00

Prescription Plan

Welcome To Scrip World's New Home

This Web site is a resource to help you manage your prescription drug benefits. Clicking on the link below will take information to:

- Understand your pharmacy plan and benefits
- View your current copayment amounts and other plan parameters
- Locate a network pharmacy
- Find your plan's preferred drug list
- Lookup formulary information for a selected drug
- See savings between brand name and generic medications
- Perform a drug search and look up estimated costs

Find Care

It's easy to find an in-network doctor, clinic or hospital—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.

Find Care

Network	Network Type	Effective From
AETNA CHOICE POINT OF SERVICE	Medical	01/01/2016

Showing 1-1 of 1 results

Search Tips & FAQs

Directories & Resources

Savings & Discounts

Quality & Cost Information

Find a Doctor, Dentist, or Facility

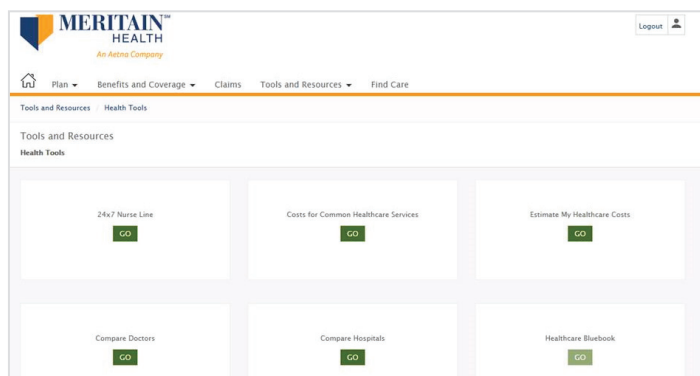
Search for in

Common Searches

PROVIDER TYPES	CONDITIONS	PROCEDURES
Healthcare Professionals	Acid Reflux	Find a Flu Shot/Vaccine Provider
Doctors (Primary Care)	Acne	Allergy Shots

Cost Information/Health and Wellness

For links to cost comparison tools and 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.