



## Meritain Health<sup>®</sup> Portal Enhancements

When you need information about your Meritain Health benefits, you have access to our online member portal. Our goal is to make it as easy as possible for you to use your health care benefits to keep yourself and your family in good health.

We're pleased to announce multiple upgrades designed to enhance your user experience. These updates will help ensure your ease of navigation, access and more.

### With your Meritain Health member portal, you'll now experience:

#### Maximized benefits



- Submit information about your spouse's or other dependent's benefits coverage electronically to make coordination of benefits easier, eliminating the need to mail any updates.
- Track your Flexible Spending Account (FSA) spending within your portal using the new FSA calculator, (if applicable).
- View visit limits (for example, amount used/remaining), including combined services such as chiropractic/acupuncture, right from your dashboard.

#### Enhanced portal features



- View a running total of incurred costs that apply towards your deductible and out-of-pocket maximum with up to two years of history.

Medical	Rx	Other
Group ID 16501	Group Name WEST COAST BEHAVIORAL HEALTH LLC	Name JANG MARCHIONE (self)
		Effective Date 01/01/2021

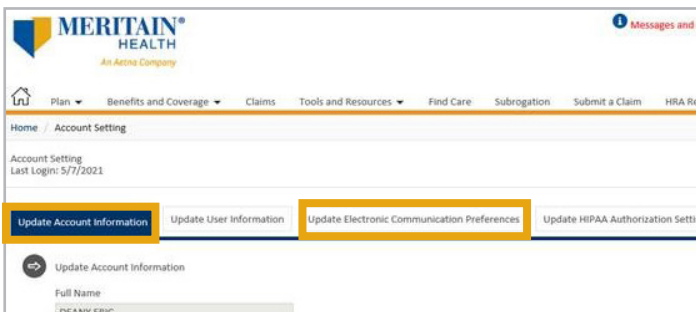
Medical	Out-of-Pocket Expenses
Individual In-Network Deductible Limit - \$2000.00	Individual In-Network Out-of-Pocket Limit - \$6600.00
\$0.00 Spent	\$2000.00 Remaining

OECK	Amount Billed	You May Owe	Status
Last Visited on 12/29/2020 For	\$775.60	\$0.00	Processed

- Access and download/request ID cards for all services (e.g., medical, dental, etc.) for yourself and all dependents.
- Access all plan documents online for all aspects of your benefits plan.

- Add a foreign address, if needed, and choose from a full list of countries in the drop-down.
- Choose from an expanded list of *reason for submission* choices when submitting Health Reimbursement Arrangement (HRA) forms online.
- Improved email distribution options. With this upgrade, you will see two email options in your Account Settings (below).
  - Account email address—Update an account email address by clicking on the **Update Account Information** tab. This will be helpful in case your username or password needs to be recovered, or in case there are any changes to your account’s privacy and/or security settings.
  - Communications email address—Submit an email address for your communications such as requests made on the website, or for notifications regarding your claims under the **Update Electronic Communication Preferences** tab.



## Faster access to benefits information



- Download the Meritain Health app icon to your mobile device.

## Easier reimbursements



- Submit electronic claims for immediate processing right from your desktop, tablet or smart phone. You can also submit a claim using our mobile app from your phone or tablet.
- View information required to process claims that have not yet been paid due to needing additional information.
- You now have the ability to submit a direct deposit form request online. This option also allows you to turn the direct deposit feature on or off. Simply go to *Tools and Resources*, then select the applicable *Request Type (New, Change or Cancellation)* and fill out the remainder of the form. Click *Submit* and your request is all set!

If you have any questions about navigating your Meritain Health member portal, we’re here for you. To speak with a customer service representative, please contact us at 1.800.925.2272.

If you have any questions about your health care benefits, please contact your Accolade Health Assistant® at the number on your ID card, [member.accolade.com](http://member.accolade.com) or through the Accolade mobile app.