



Submitting Your Claims Online or on the Mobile App

How to submit a claim online

1. After logging in to your Meritain Health[®] account via the app, click on the *Submit a Claim* link at the top of the page.

You can submit claims for any covered member.

The screenshot shows the Meritain Health user dashboard. At the top, there is a navigation menu with 'Submit a Claim' highlighted by a yellow box. Below the navigation, the user's name and account details are displayed. The main content area is titled 'My Dashboard' and contains two sections: 'Claim Types' and 'Recent Claims', both showing 'No claims to display'.

2. Select *General Medicine* under the *Claim Type* drop-down. Select *Illness or Other Care* or *Injury*, depending on your claim. You will be guided to answer additional questions in order to complete the claim.

The screenshot shows the 'Submit a Claim' form. It includes a warning for work-related injuries. The 'Patient Information' section has a 'Choose patient...' dropdown. The 'Claim type' dropdown is set to 'General Medicine'. Below that, the 'Other Coverage' section has a 'Patient has other insurance coverage' question with 'Yes' and 'No' radio buttons. There is also an 'About this Claim' link at the bottom.

3. Next, you'll be asked to enter information about your provider.

- If you click *Yes* for a detailed invoice, there will be no additional questions and you'll be instructed to add the required documents. You can take a picture of your documentation and attach it.
- If you click *No* for a detailed invoice, you'll then be guided through additional required questions, starting with hospitalization.
- You can then electronically sign and submit the claim.

The screenshot shows the 'About this Claim' form. It asks for the 'Cause' of the claim, with radio buttons for 'Injury' (selected) and 'Illness or Other Care'. There is a text field to 'Describe the injury, when and how it happened'. Other questions include 'Was this injury the result of an accident?', 'Date and Time of Accident', 'Is auto insurance involved?', and 'Name of the Insurance Company' and 'Policy #'.

4. If there is no detailed invoice from the provider, you must complete the *Additional Information Page* to submit the claim.
 - Additional information includes diagnosis code, procedure code, service date, place of service and charges.
5. Lastly, you'll specify who will receive payment—you or the provider. If you select the provider, you'll need to provide the name and Tax Identification Number (TIN) of the provider to receive payment.
 - If selecting *Pay To Member*, proof of payment will need to be submitted as part of your documentation.

Supporting Information

Do you have a detailed invoice from the provider with the Procedure and Diagnosis codes, Provider Tax ID, etc.?

Yes No

Supporting Documents

Attach a detailed copy of your provider's bill for accurate and timely reimbursement.

NOTE

- Do not submit a request for reimbursement for more than one patient at a time.
- Do not submit a request for multiple providers in one claim.
- Each claim can include up to four attachments (pdfs or image files), with a maximum of 6 MB per attachment.

Payment Instructions:

Select a payment option below.

I authorize payment of benefits to the person who submitted the claim.

I authorize payment of benefits to the doctor or supplier of services listed here.

EMPLOYEE'S (or adult dependent's) SIGNATURE REQUIRED

The statements above are true and correct to the best of my knowledge. I authorize any provider of services to furnish any information requested to the Benefit Administrator. I also authorize the Benefit Administrator to release or obtain from any organization or person information that may be necessary to determine benefits payable under the Benefit Plan. A photostatic copy of this authorization shall be considered as effective and valid as the original. For any payment that exceeds the amounts payable under the Benefit Plan, I agree to reimburse the plan in a lump sum payment or by an automatic reduction in the amount of future benefits that would otherwise be payable.

Signature Date

Questions? Just give us a call at the number on the back of your ID card.