



Online Claim Submission

Lifestyle Education Benefit

Submitting a claim is easy via your Meritain Health® member portal

Registering for the Meritain Health member portal, is as easy as 1-2-3!

Step 1:

First open your web browser and go to <u>www.meritain.com</u>. (For ease of access, we recommend you register from a desktop computer.)

Step 2:

You'll need to register your account. Start by clicking *Register* and then clicking on the *Member* tab. Your spouse and adult dependents will need to create their own accounts.

Step 3:

You'll need to fill in your:

- Group ID: 17498.
- Member ID (you can find this on your ID card; must be entered with no spaces or dashes).
- Date of birth.
- Name (as it appears on your ID card).
- ZIP code.

You will be prompted to enter an email address, create a username and password, and select a security question. Review the terms and conditions, and click *I agree to terms and conditions* and *Next*, or click *Cancel*.

The next time you log in, just use the same username and password from Step 3.

After registering for your Meritain Health member portal, you can access the Lifestyle Education Reimbursement Form to download and print. The form will need to be completed by the covered person and, if applicable, the class instructor.



If you have any questions about how to register or use Meritain.com, we can help. Simply call our Customer Service department using the phone number on your member ID card.

Submitting your claims

Your Meritain Health member portal provides online claim submission for medical claims and has also been customized to allow submission of your Lifestyle Education Reimbursement claims. Follow these simple steps to submit your Lifestyle Education claim and your reimbursement will be on its way after being processed.

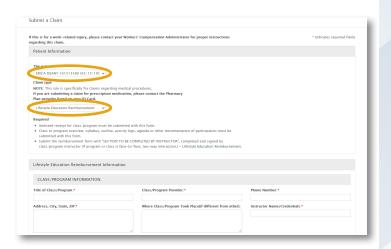
Step 1:

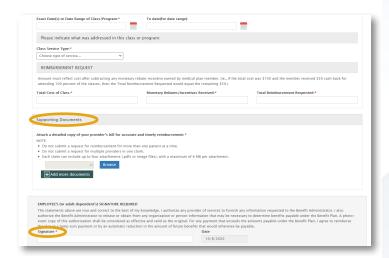
Log in to your Meritain Health member portal account and click *Submit a Claim*. Select the patient the claim is for and choose the claim type of *Lifestyle Education Reimbursement* from the drop-down menu.

Step 2:

Complete the online form with the applicable information. Attach supporting documents, such as the completed reimbursement form, proof of payment (itemized receipt or other documentation confirming payment), participation information (class or program overview, syllabus, outline, activity logs, agenda, etc.). Sign and submit!

Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Providers are independent contractors and are not agents of Meritain Health. Provider participation may change without notice. Meritain Health and Aetna do not provide care or guarantee access to health services.





Other Claim Submission options are available

For your convenience, you may submit your Lifestyle Education Reimbursement form via mail or fax.

- You can mail your form and supporting documents to:
 - Meritain Health P.O. Box 853921 Richardson, TX 75085-3921
- Or fax your form and supporting documents to 1.736.862.5057.
 You should keep a copy of the fax confirmation record if you plan to call to confirm receipt.

