MissionSquare Retirement

Meritain Health®
Website Guide

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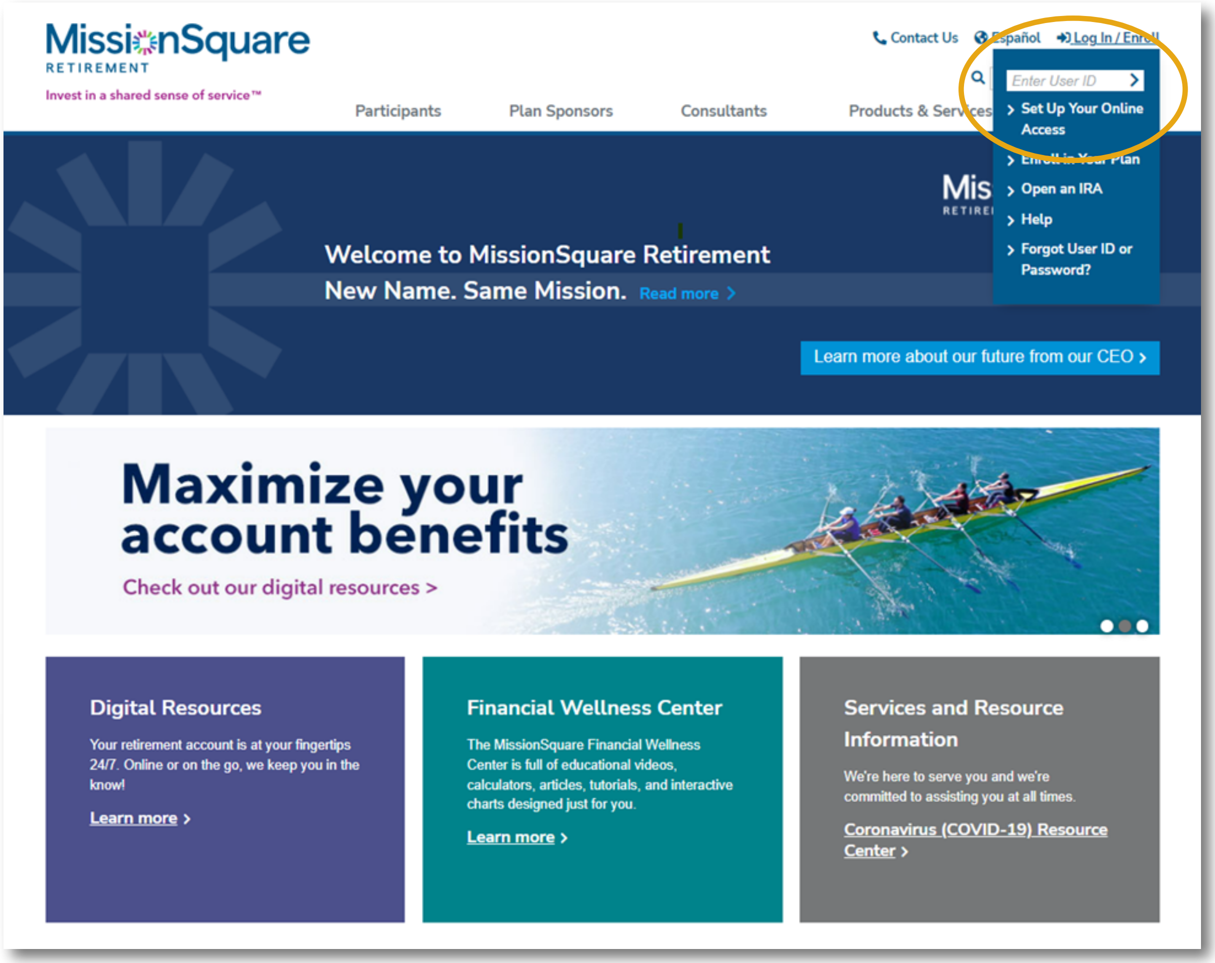
Account Access Steps to the Meritain Health Website

Meritain Health is the third-party claims administrator for the MissionSquare Retirement Health Savings (RHS) plan. The Meritain Health Website is accessed through single sign-on from the MissionSquare Retirement's online Account Access.

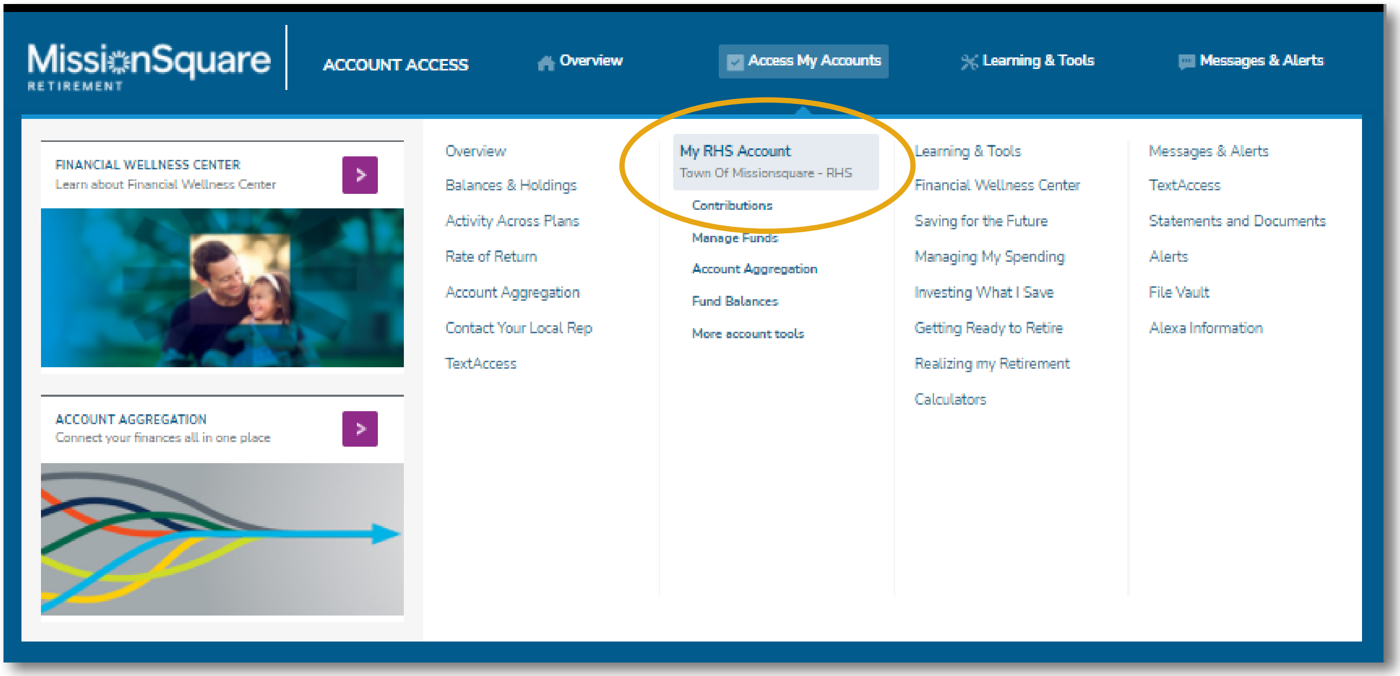
Step 1

Go to **www.missionsq.org** and select *Log In/Enroll* at the top, right corner. If you have your user ID, you can enter it where it states *Enter User ID*. If you need to set up your online access, you can select that option from the drop-down menu.



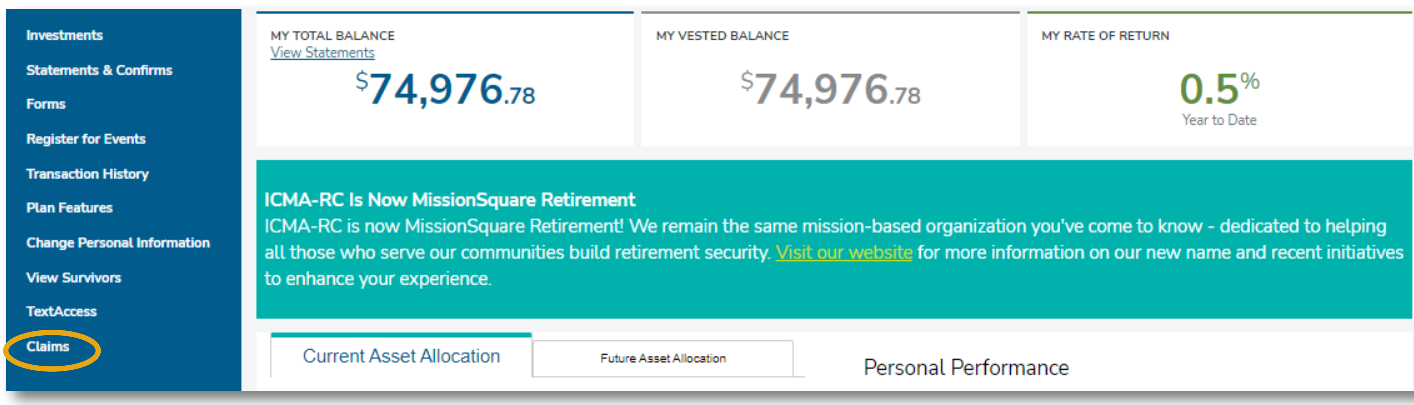
Step 2

Once logged in, select *My RHS Account* from the *Assess My Accounts* tab on the landing page.



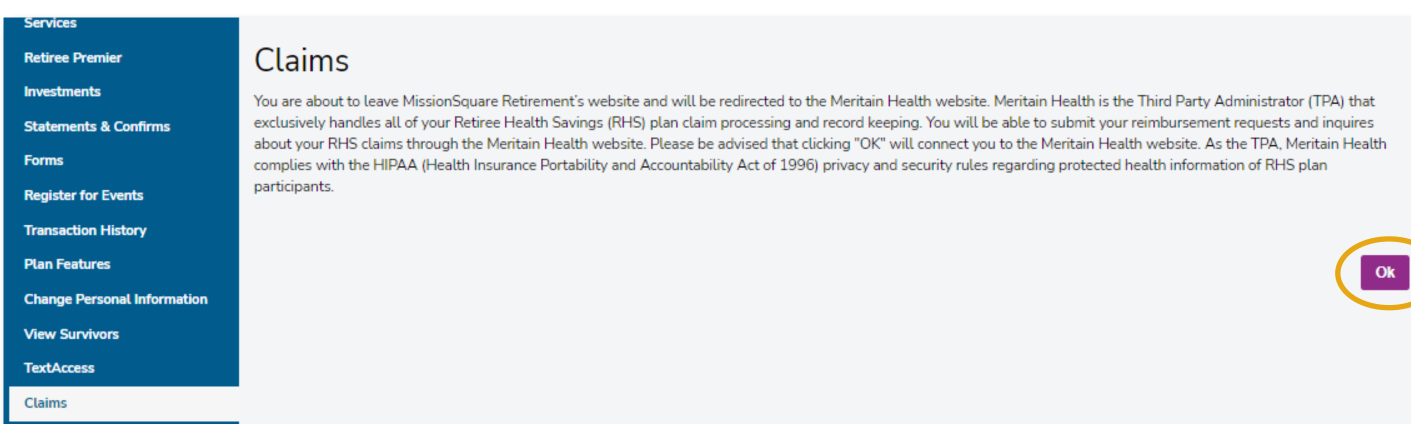
Step 3

Select the *Claims* option at the bottom left of the page.

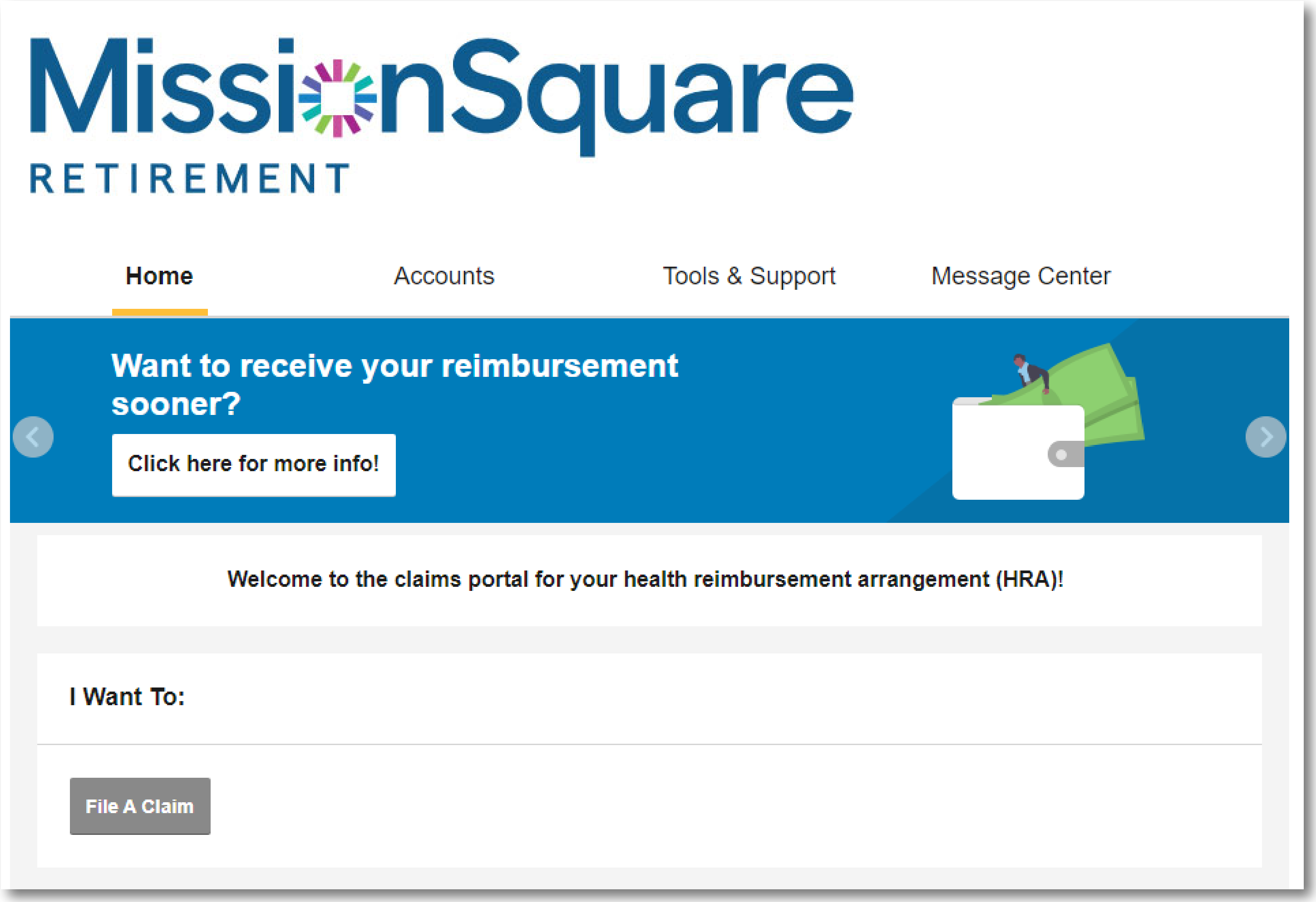


Step 4

Select *Ok* to connect to the Meritain Health website.



Welcome to your claims website—where you can set up direct deposit, add eligible dependents and file claims.

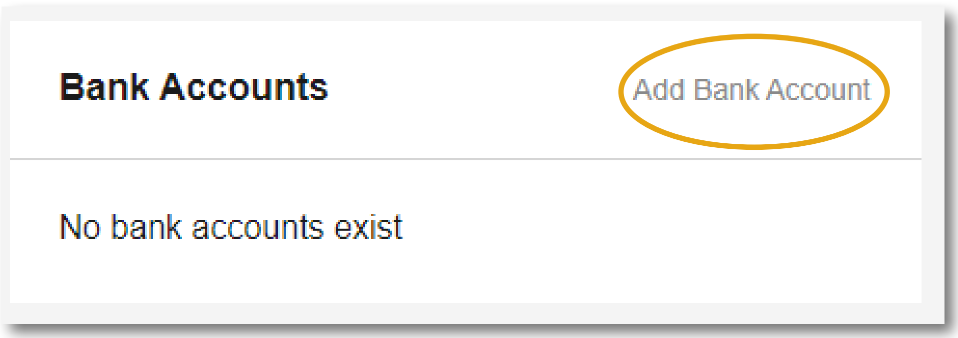


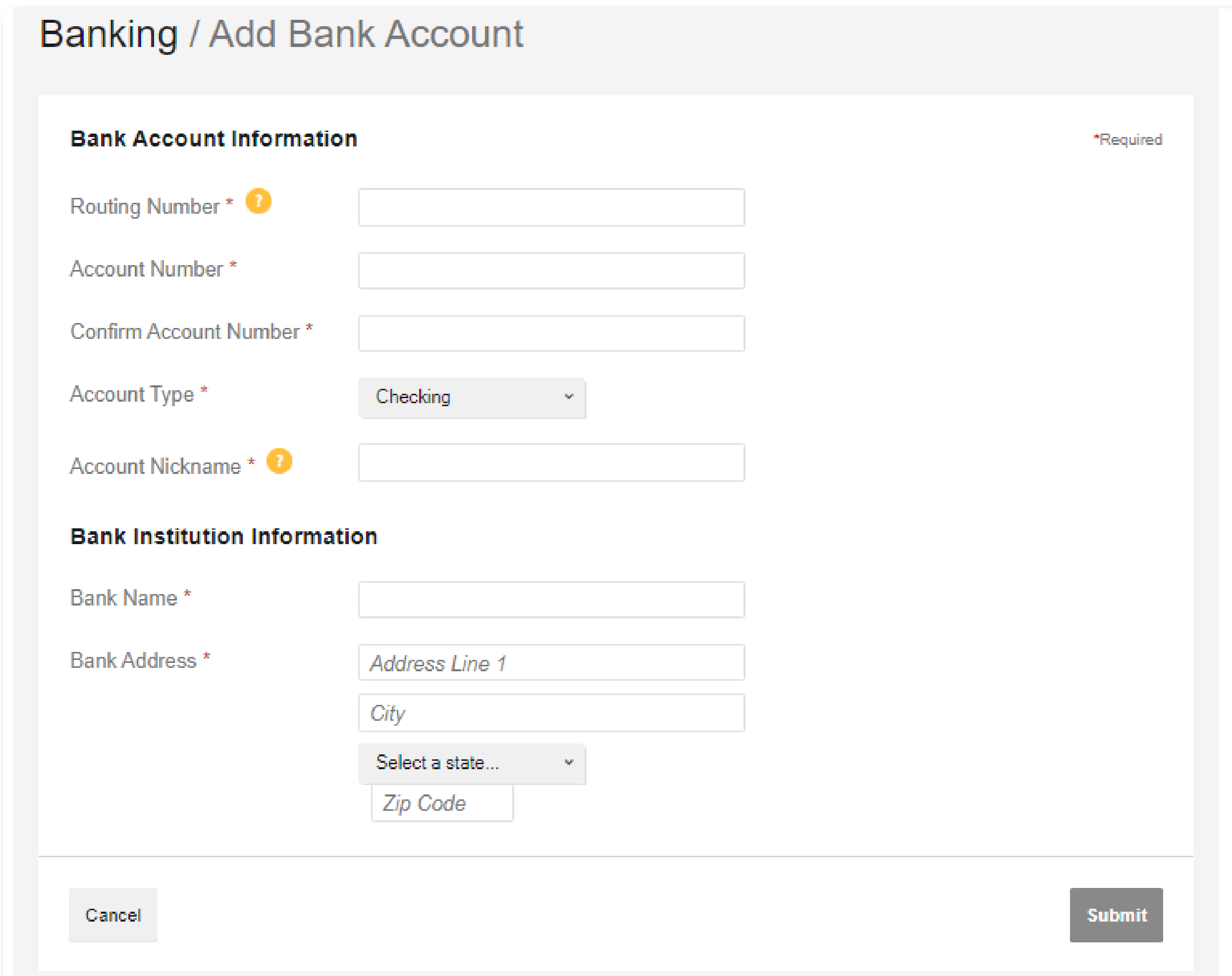
Please reference the following instructions on how to complete any of the above options online.

Add direct deposit

From the home screen:

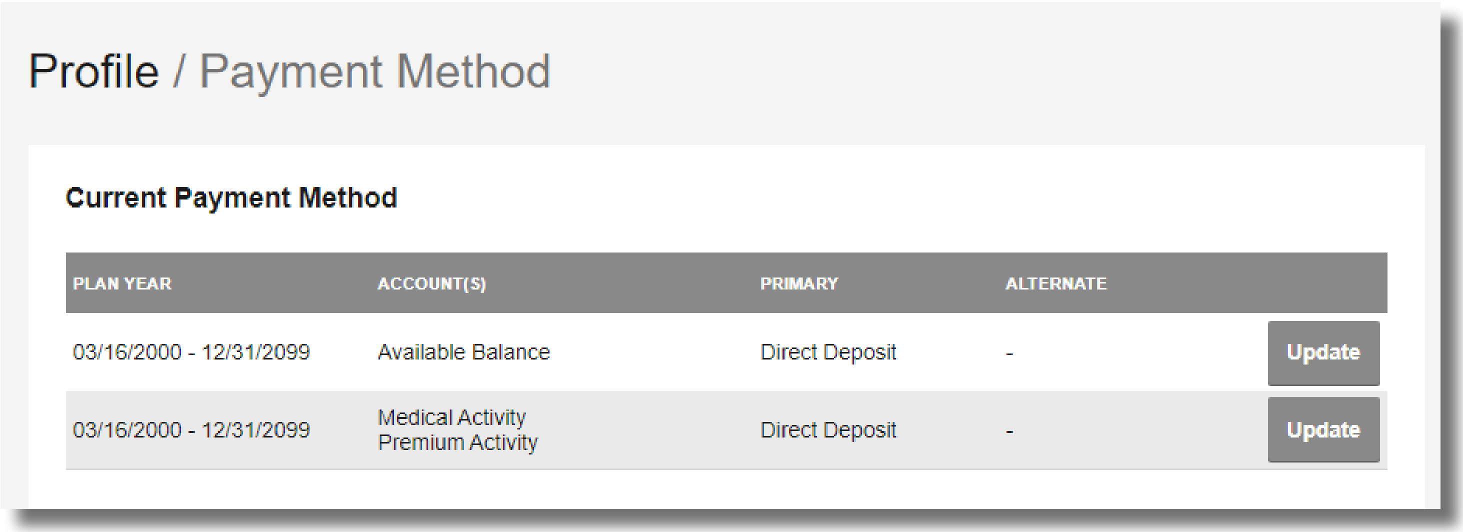
- Hover over *Accounts* tab and select *Banking.*
- Click on *Add Bank Account.*



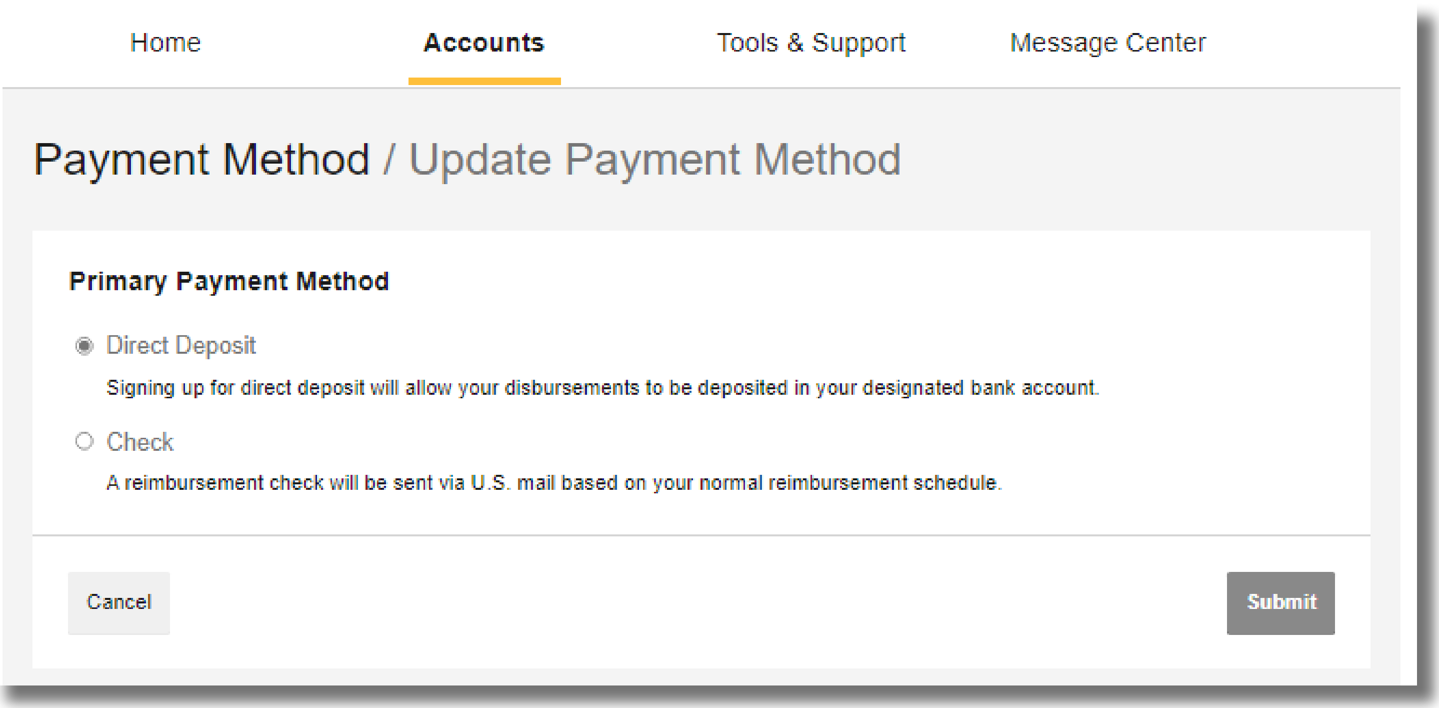


- Add required information and hit *Submit.*

- Next, from the home screen, hover over *Accounts* tab, select *Payment Method* and select *Update* for the Medical Activity/Premium Activity Account(s).



- Select *Direct Deposit* under *Primary Payment Method* and submit.

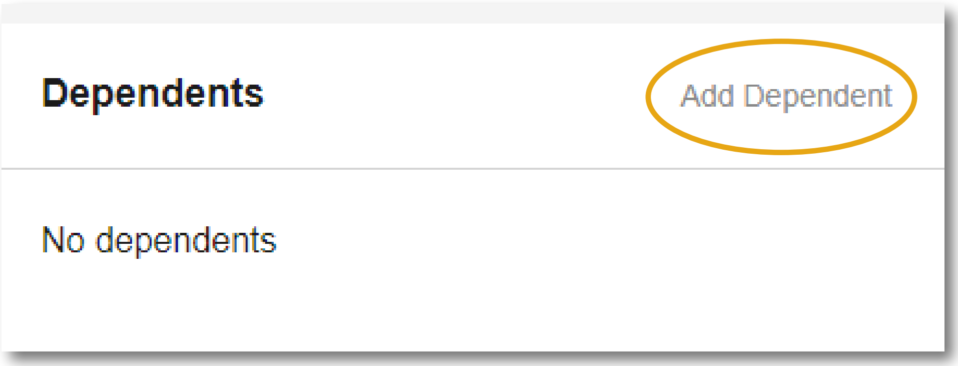


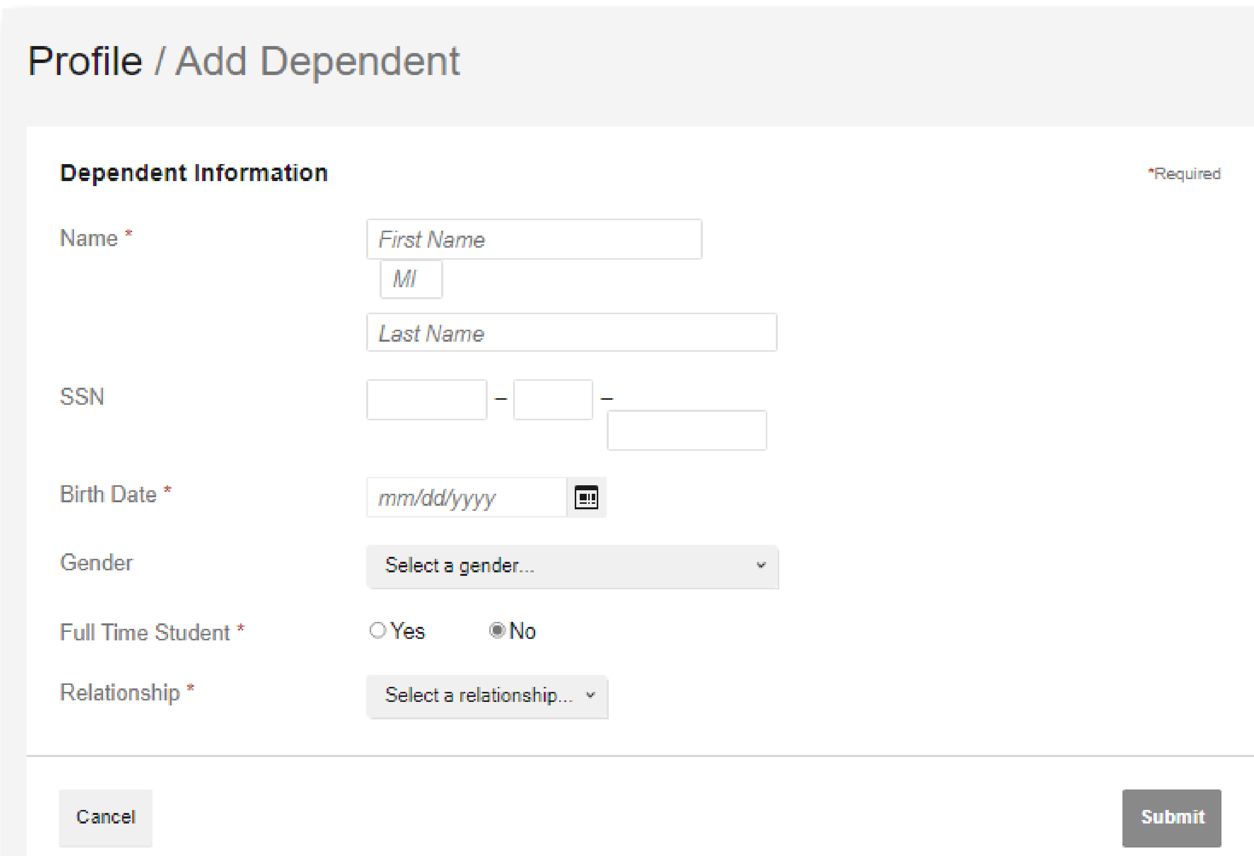
You have successfully added direct deposit!

Add eligible dependents

From the home screen:

- Hover over the *Accounts* tab and select *Profile Summary.*
- Under *Dependents* section select *Add Dependent.*





- Add required information and hit *Submit*. If you need to add more dependents, repeat the steps until completed.

You have successfully added dependents!

Want to file a claim?

Step 1—ensure your documentation is in good order!

Prior to submitting your claim(s), you should check your available balance and obtain the appropriate supporting documentation.

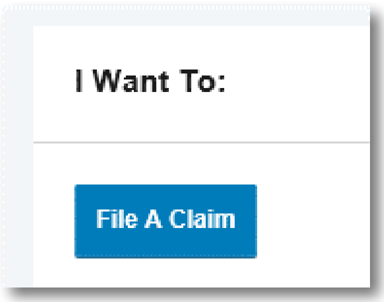
Common examples include:

- Premium Itemization Notice.
- Explanation of Benefits (EOB).
- Itemized statements or bills.

*For more information on supporting documentation, review the **Necessary Documentation for In Good Order Submissions**.*

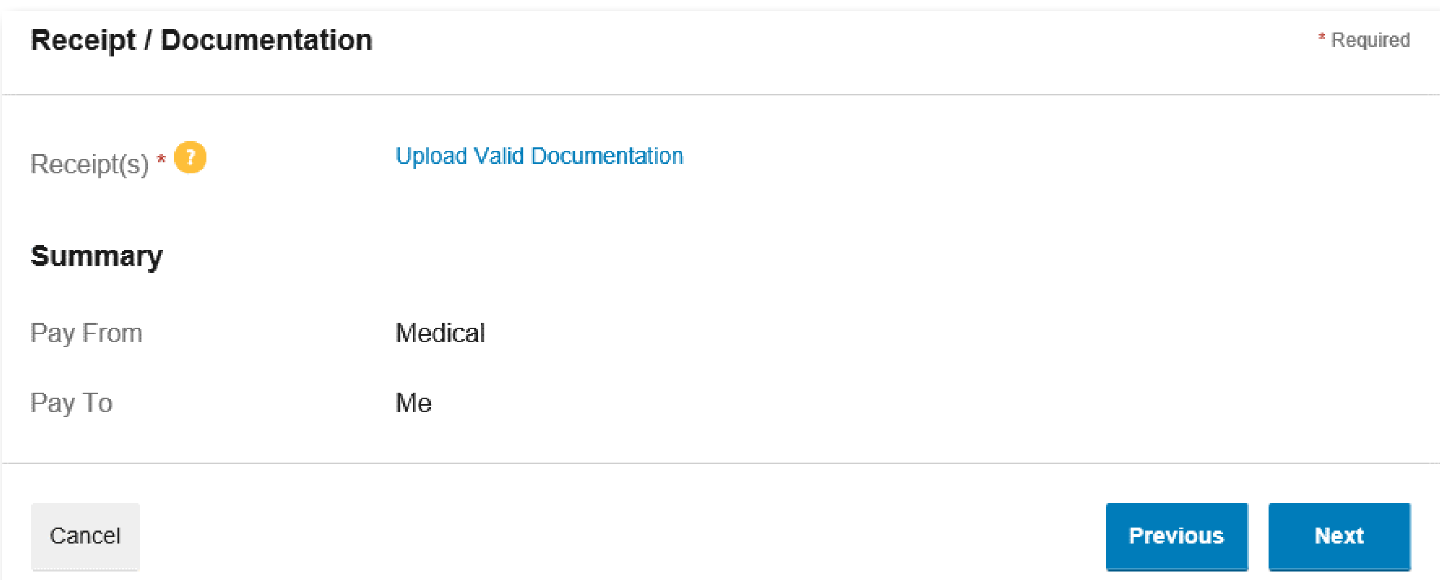
Step 2

Click on *File a Claim* to start the process.



Step 3

You will be prompted to upload your supporting documents.

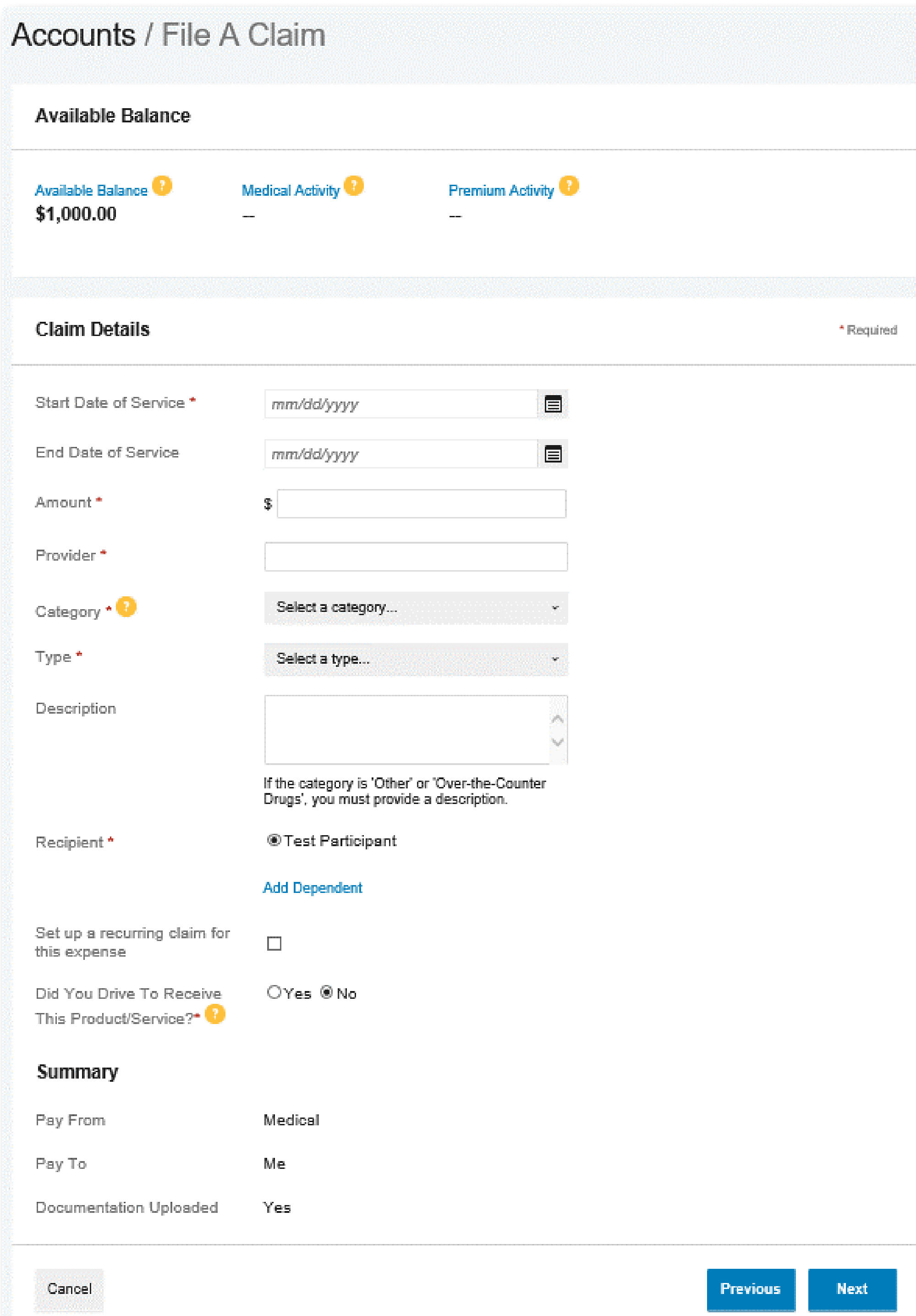


Step 4

Enter your claim details. Mandatory fields are indicated with an asterisk (*). Required fields:

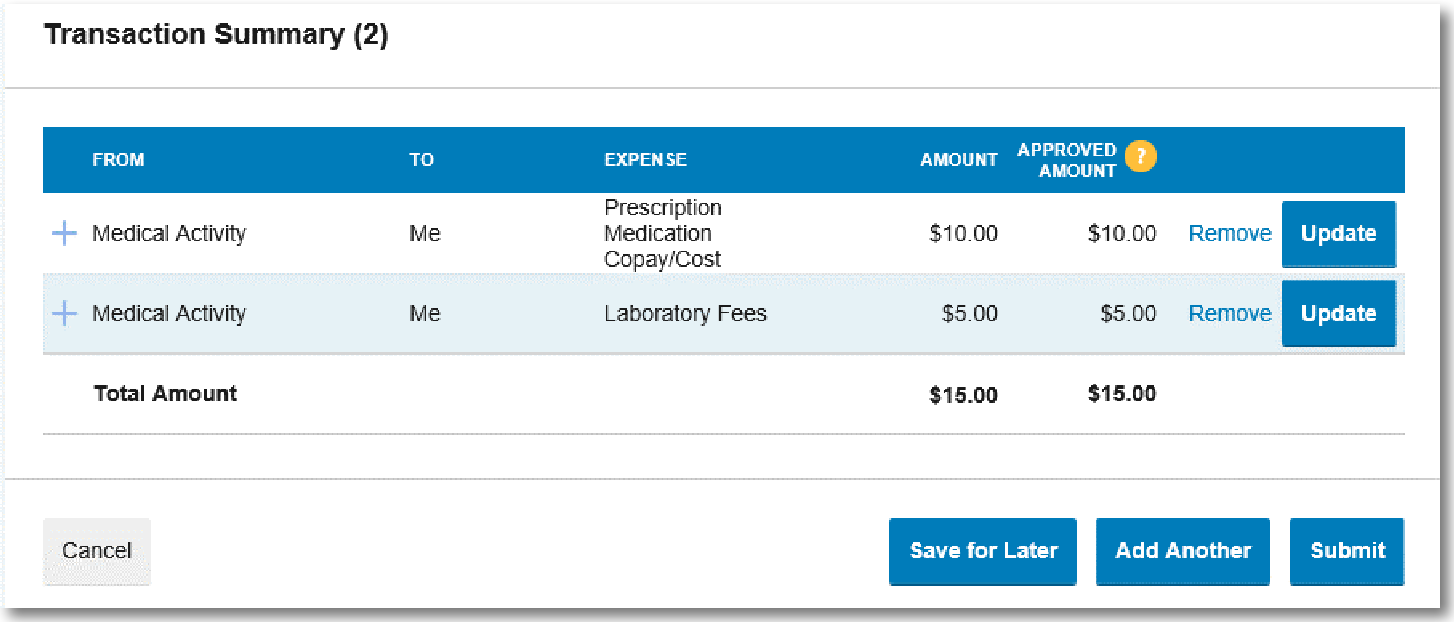
- Date of service
- Amount
- Provider
- Category and claim type
- Recipient (select dependent if applicable)

You can establish a recurring claim by selecting this option as shown below. See page 12 for more information on how to file a recurring claim.



Step 5

Click *Add Another* to file more than one claim. In order to process your claims on time, please itemize them. Claims must be broken down by expense type and date of service.



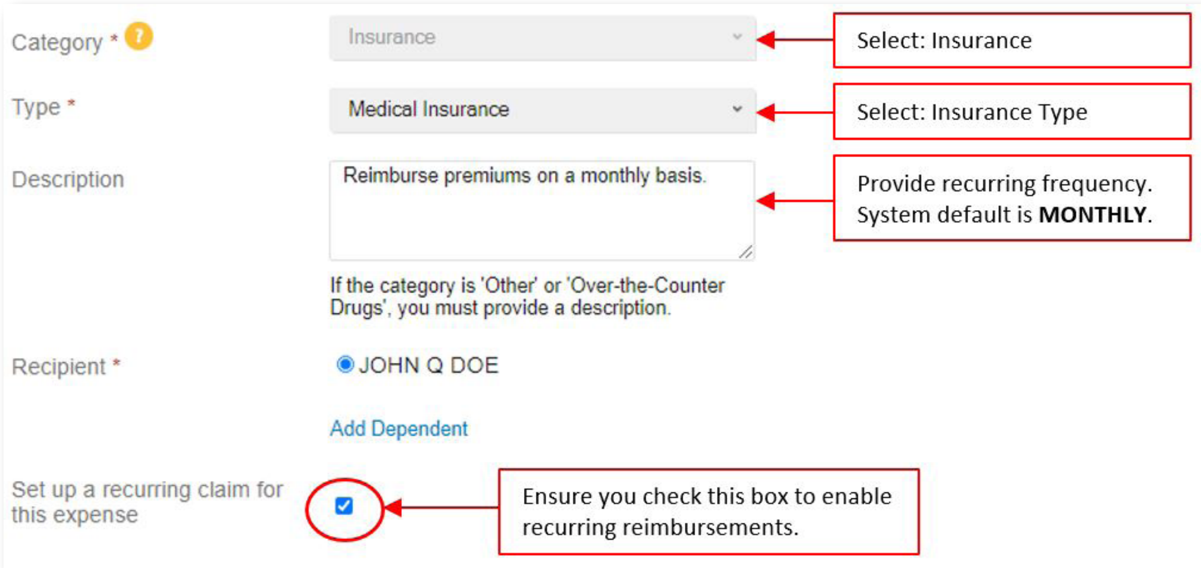
Transaction Summary (2)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT		
Medical Activity	Me	Prescription Medication Copay/Cost	$10.00	$10.00	Remove	Update
Medical Activity	Me	Laboratory Fees	$5.00	$5.00	Remove	Update
Total Amount			**$15.00**	**$15.00**		

Cancel | Save for Later | Add Another | Submit

How to file recurring claims

Instead of faxing or mailing recurring claim requests, you can submit them online using the participant retiree health claims website.



After accessing Meritain Health's website, your home page is easy to navigate:

- On the home screen, select the option to file a claim.
- Upload your supporting documentation. All supporting documentation must show your coverage is active within 60 days of desired start the date of recurring reimbursement. Documentation may consist of: itemized bills, EOBs, premium notices and/or itemized receipts.
  - Documentation must show the premium is paid after taxes and include the following: (i) insurance carrier; (ii) type of insurance; (iii) policy holder's name; (iv) amount; and (v) coverage period.
- Next, add the following details requested on the *Claim Details* screen.

Please note:

- Once your recurring set up is complete, you will receive a *Recurring Claim Complete* notification.
- Recurring requests will default to a frequency of monthly unless otherwise noted.
- All online recurring submissions must be paid to the participant directly.
- Any request to change or stop an existing recurring set up must be submitted to Meritain Health by completing the Reimbursement Request Form found under the *Tools and Support* menu.

Tools and support

- Access to all forms.
- Includes information on how to contact Meritain Health.

Message center

- If you have an email on file with MissionSquare, you will be able to review denial letters.
- If you are receiving direct deposits and have an email on file with MissionSquare, you can view your advice of deposit.

Questions? Contact us by phone at 1.888.587.9441, by fax at 1.888.665.8495 or by email at missionsq@meritain.com.

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An Aetna Company