MissionSquare Retirement

Meritain Health® Claims Portal Guide

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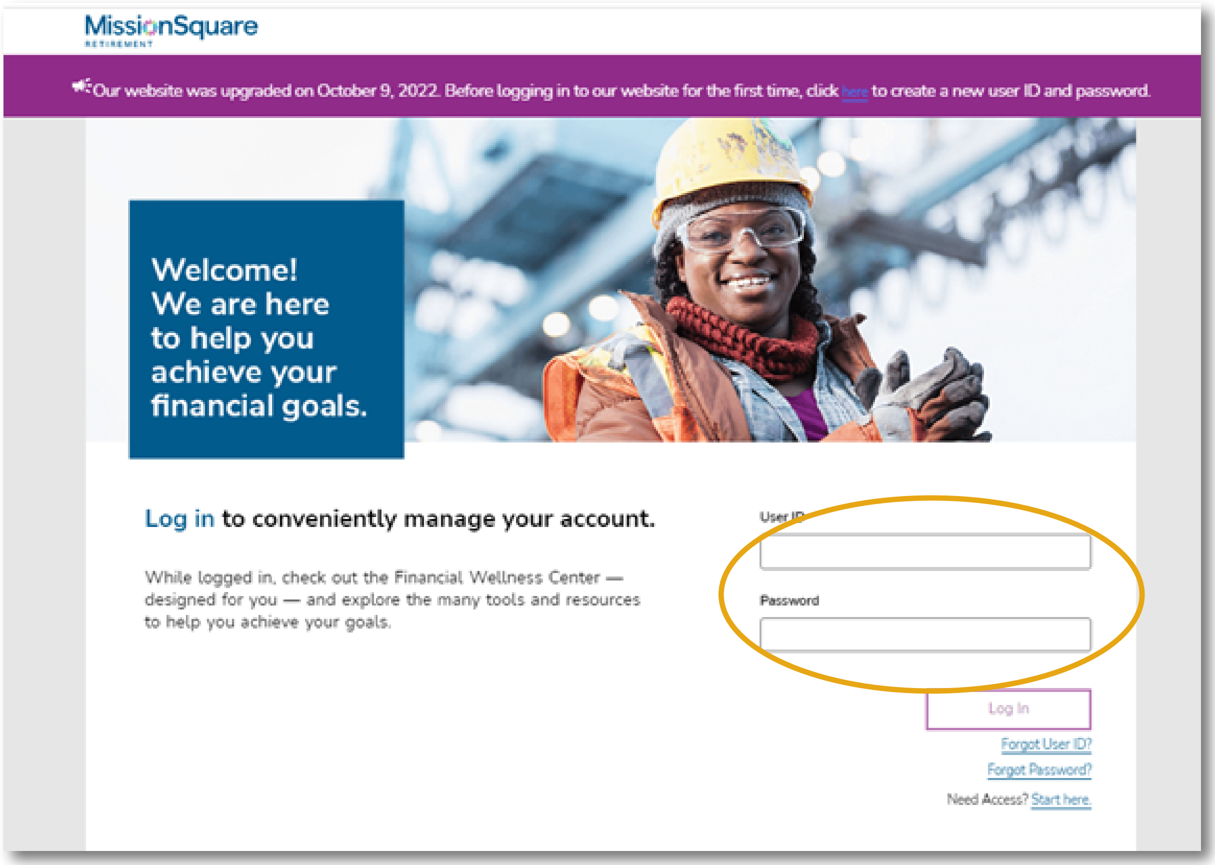
Participant Website Steps to the Meritain Health Claims Portal

Meritain Health is the third-party claims administrator for the MissionSquare Retirement Health Savings (RHS) plan. The Meritain Health claims portal is accessible through single sign-on from the MissionSquare Retirement's online account.

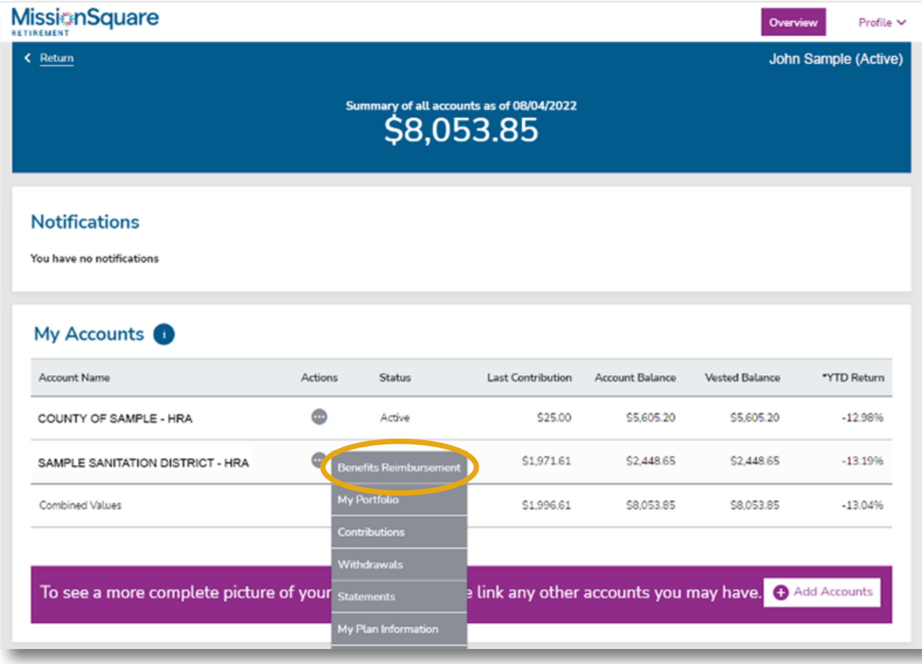
Step 1

Go to **www.missionsq.org**, select *Participant Log in* and enter your user ID and password.

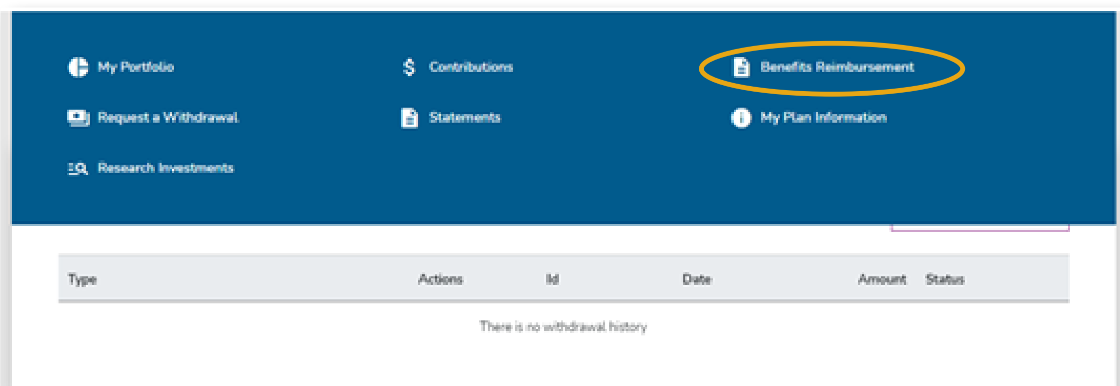


Step 2

For participants with multiple plans, expand menu option by clicking on "…", then select *Benefits Reimbursement*.

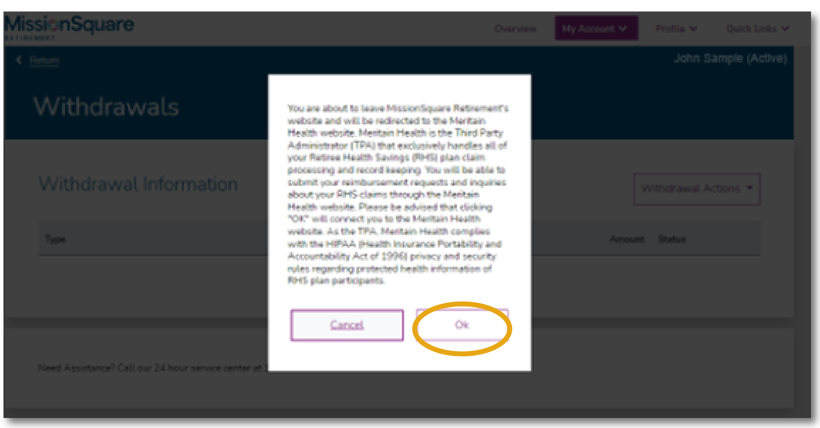


For participants with a single plan, select *My Account*, then *Benefits Reimbursement*.

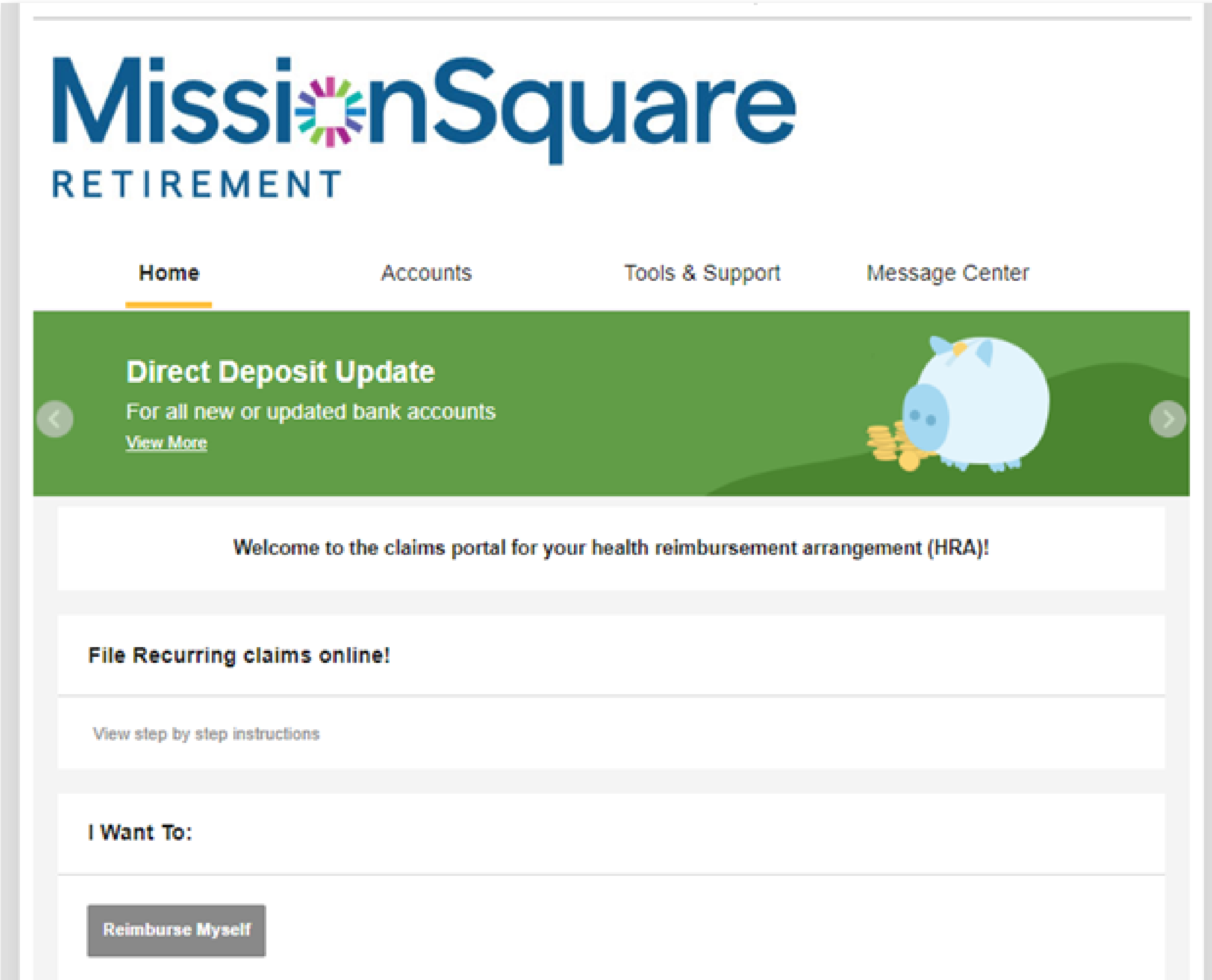


Step 3

Select *Ok* to be redirected to the Meritain Health claims portal.



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

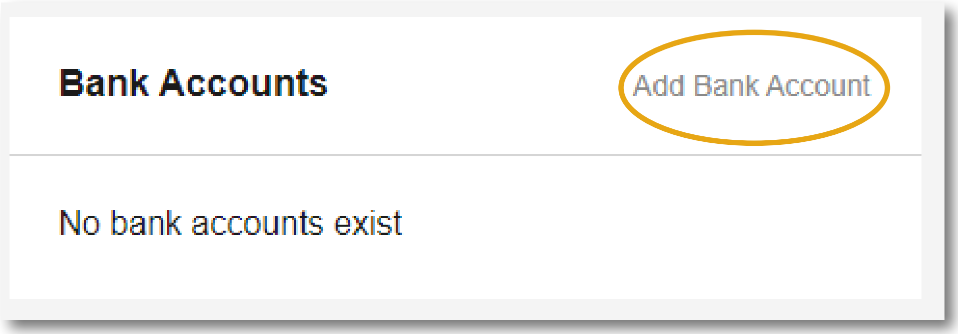


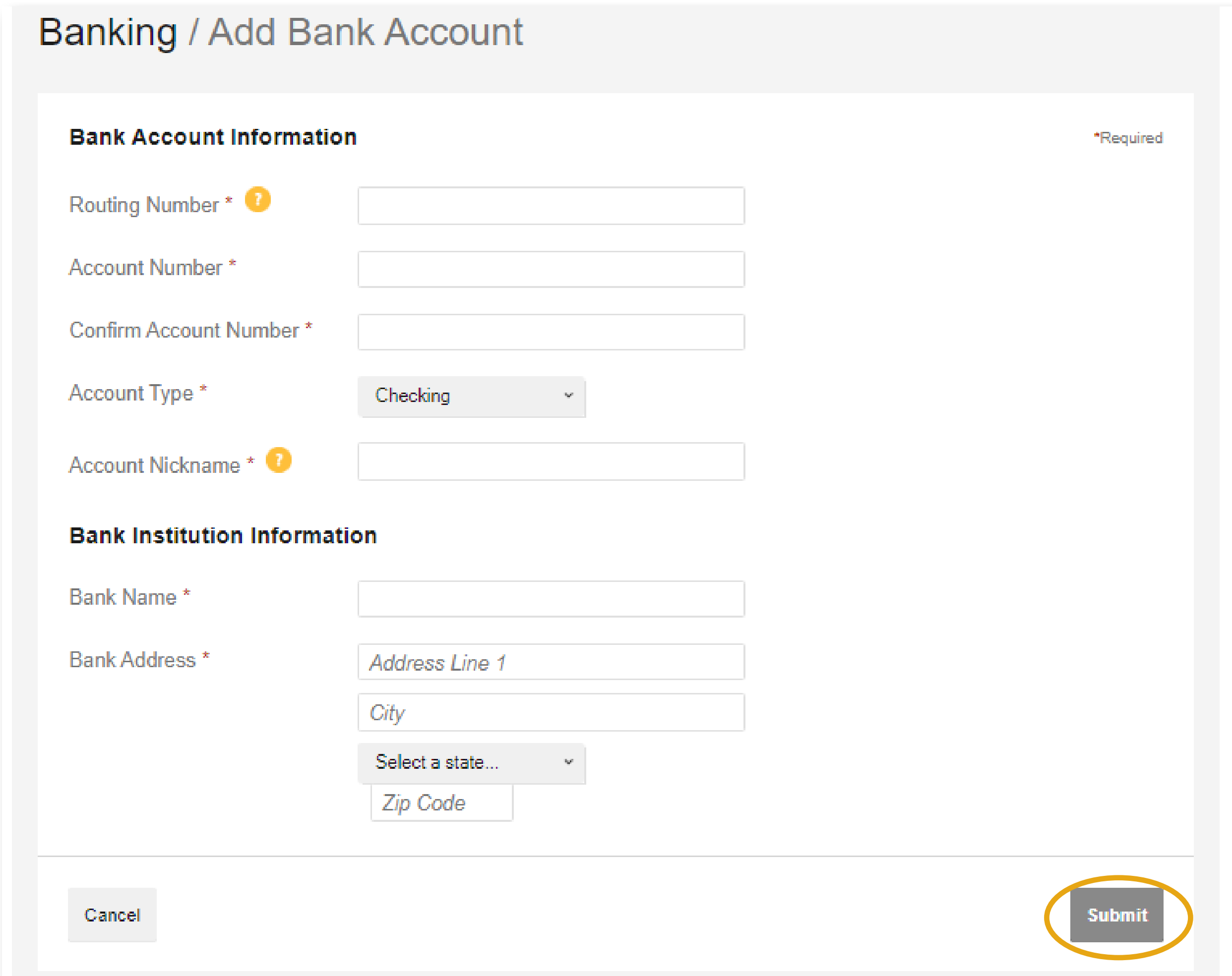
Please reference the following instructions on how to complete any of the above options online.

Add direct deposit

From the home screen:

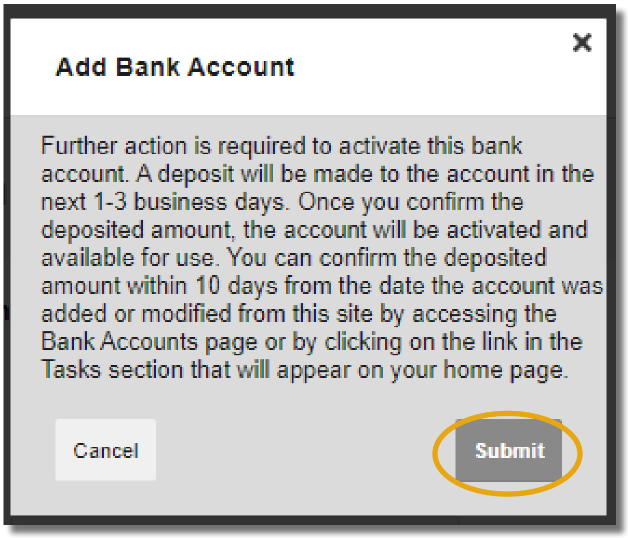
- Hover over *Accounts* tab and select *Banking.*
- Click on *Add Bank Account.*



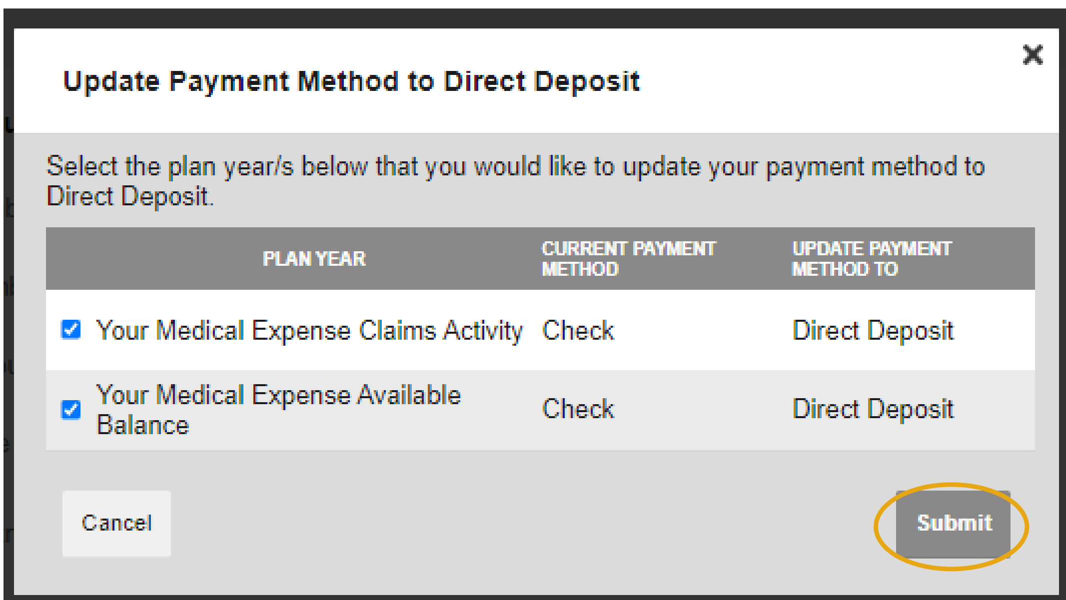


- Add required information and hit *Submit.*

- A pop-up message will appear advising you to validate your bank account. Click *Submit*.



- Another pop-up will appear to authenticate your entry asking you to answer one of your established security question. Answer and submit.
- Select the plan years to apply the direct deposit and click *Submit*.



When participants add a new or updated bank account to their participant profile, they will be required to validate the bank account. A micro-deposit will be made into the participants bank account within one to three business days. The participant will be required to confirm the amount of the deposit in order to validate the account. Participants may log into their participant website or contact Customer Service at **1.888.587.9441** to validate the account.

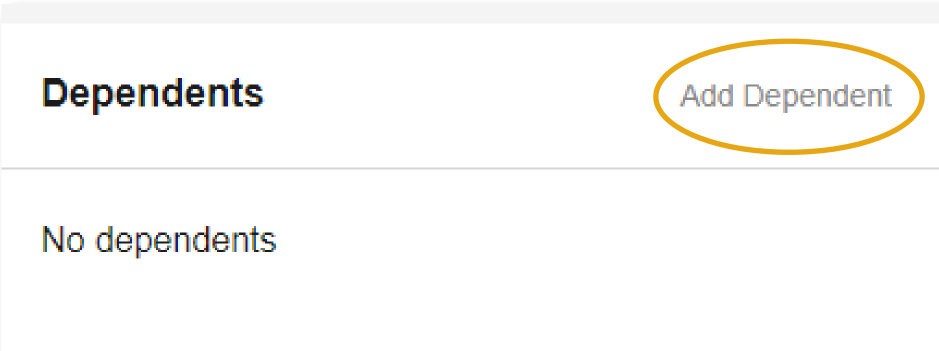
Please note: participants will not receive their reimbursement via direct deposit until they have completed the validation process.

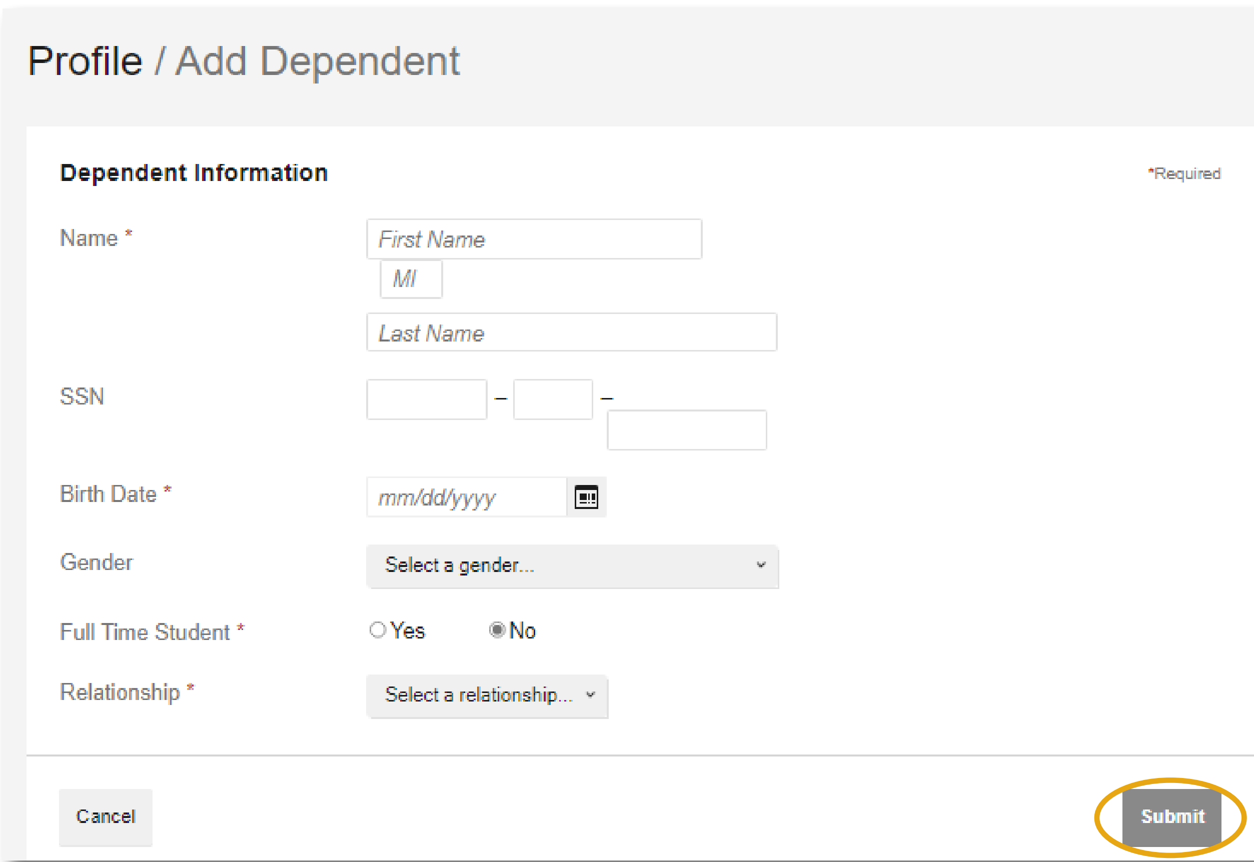
You have successfully added direct deposit!

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. **Please note:** multiple claims should be submitted individually.

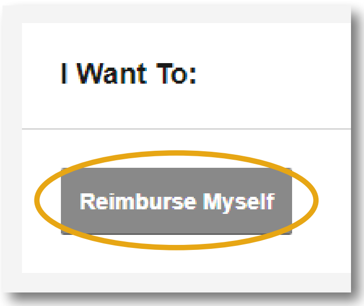
Common examples include:

- 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***.

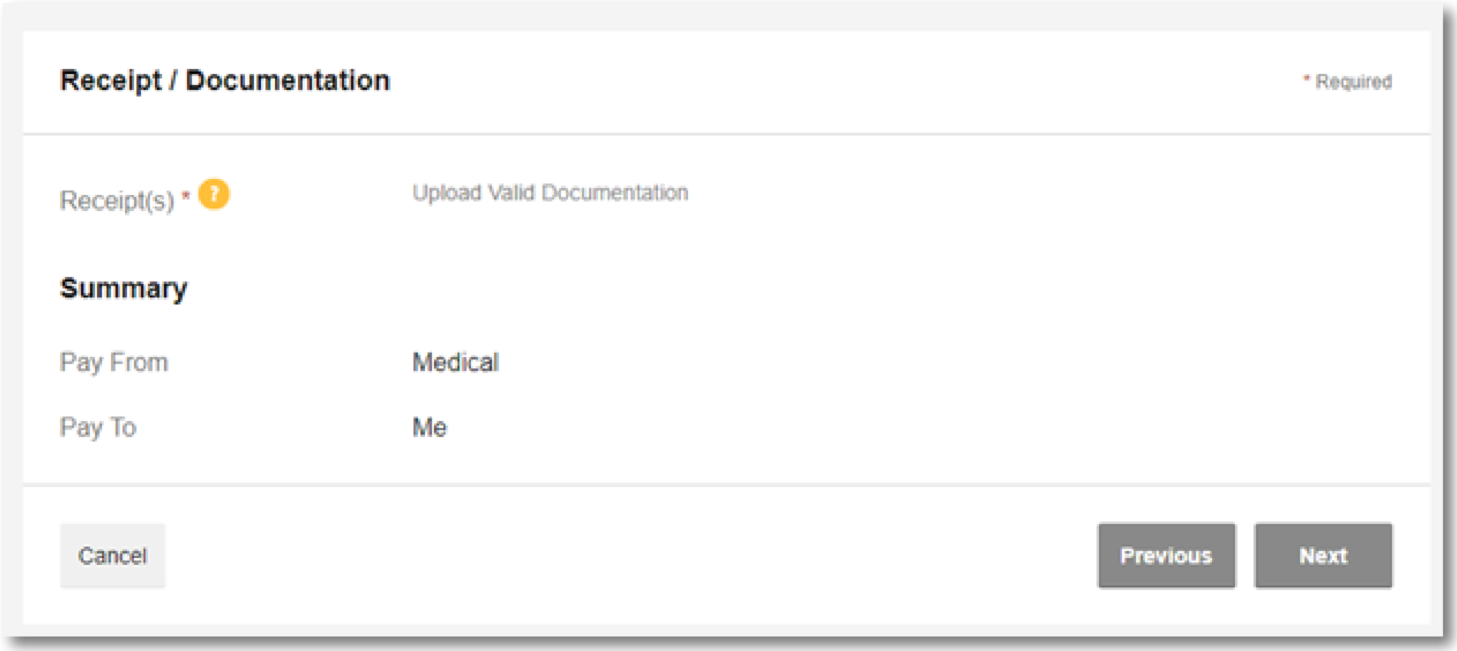
Step 2

Click on *Reimburse Myself* to start the process.



Step 3

You will be prompted to upload your supporting documents.

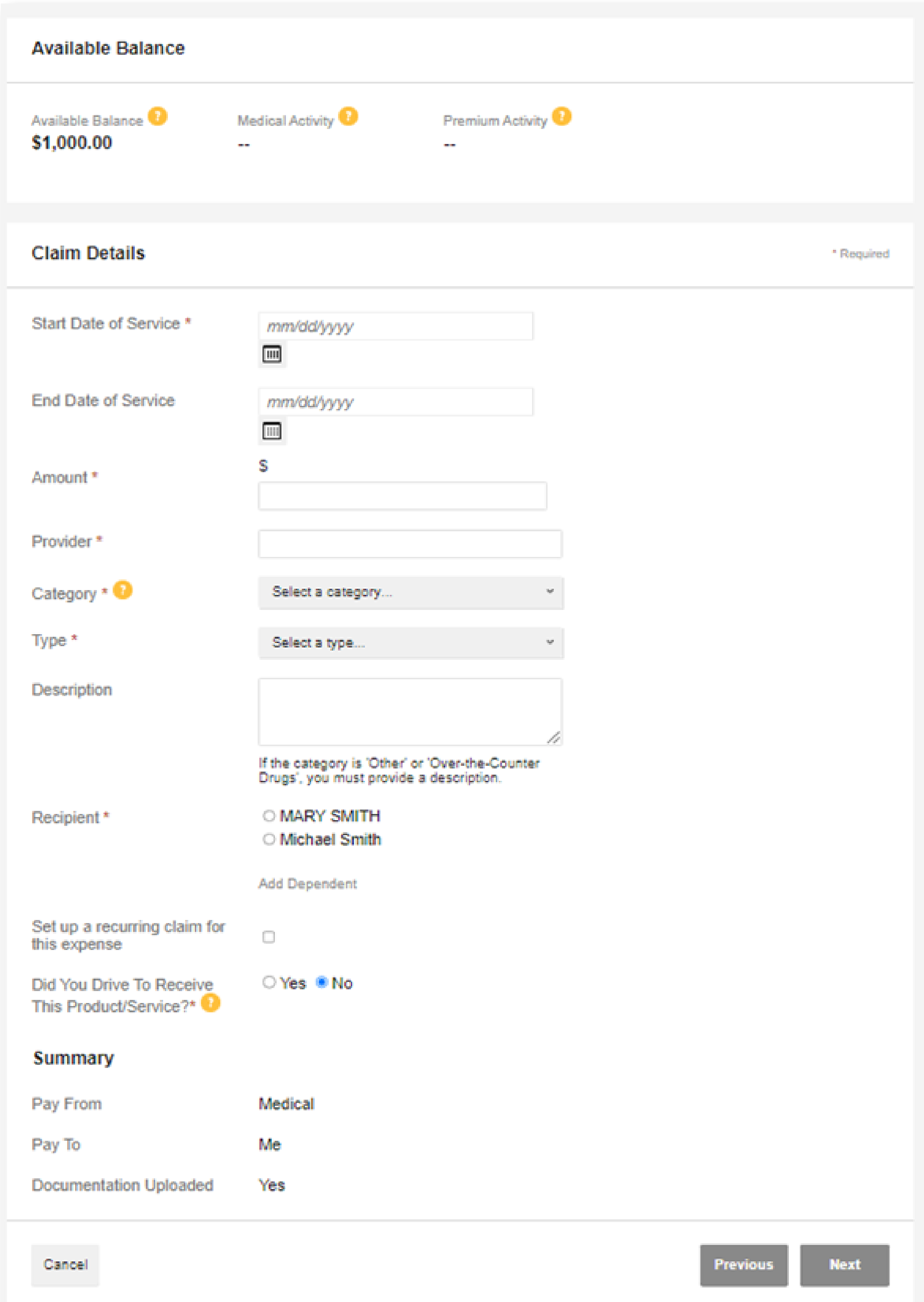


Step 4

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:



Available Balance

Available Balance	Medical Activity	Premium Activity
$1,000.00	--	--

Claim Details

* Required

Start Date of Service * mm/dd/yyyy

End Date of Service mm/dd/yyyy

Amount * $

Provider *

Category * Select a category...

Type * Select a type...

Description

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.

Recipient * MARY SMITH / Michael Smith

Add Dependent

Set up a recurring claim for this expense

Did You Drive To Receive This Product/Service?* Yes No

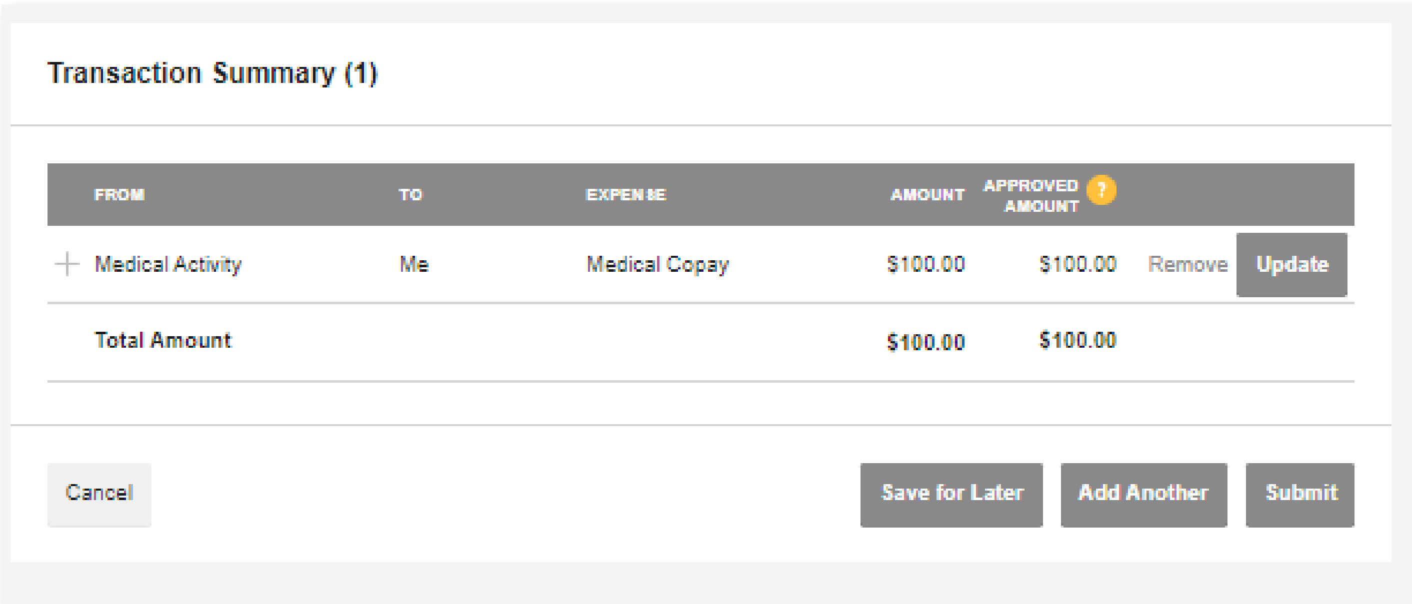
Summary

Pay From	Medical
Pay To	Me
Documentation Uploaded	Yes

Cancel Previous Next

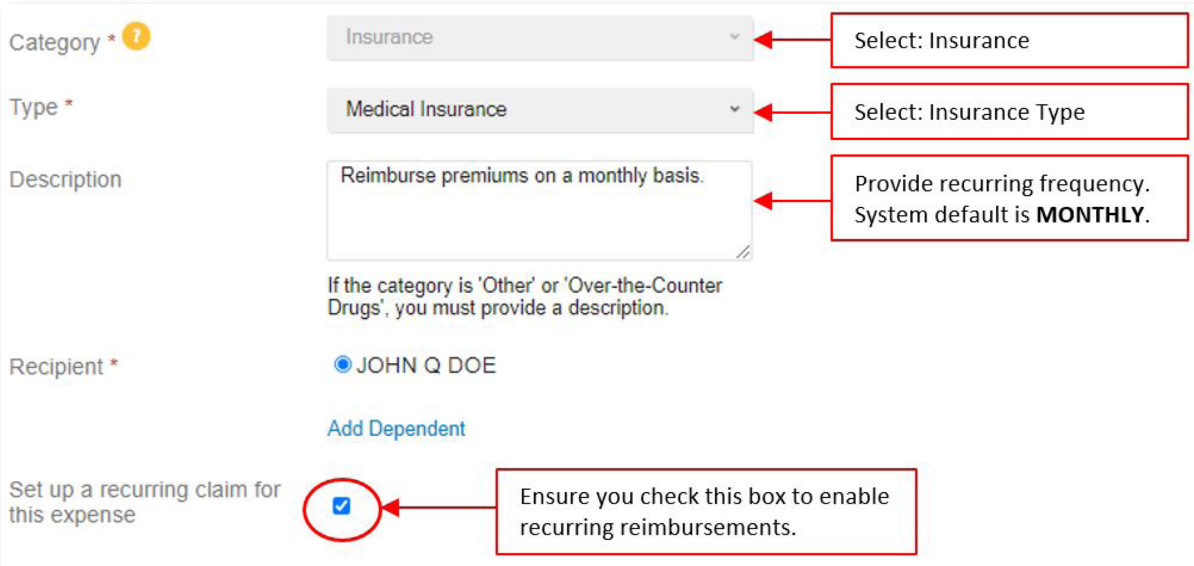
Step 5

Click *Add Another* to file more than one claim. To ensure claims are processed in a timely manner, they must be broken down by expense type and date of service. **Example:** if you have multiple prescriptions, you must file them separately.



How to file recurring claims

Instead of faxing or mailing recurring claim requests, you can submit them online using the participant retiree health claims portal. **Please note:** recurring claims require documentation of premium amount within 60 days of your requested start date.



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

- On the home screen, select the option to *Reimburse Myself*.
- Upload your supporting documentation. Documentation may include: itemized statements from the provider, retirement paystubs, enrollment confirmation letters, etc.
  - Documentation must show that the premium is paid after taxes and include the following: insurance carrier; type of insurance; policy holder’s name; amount; and coverage period.
- Next, add the following details requested on the *Claim Details* screen.

Please note:

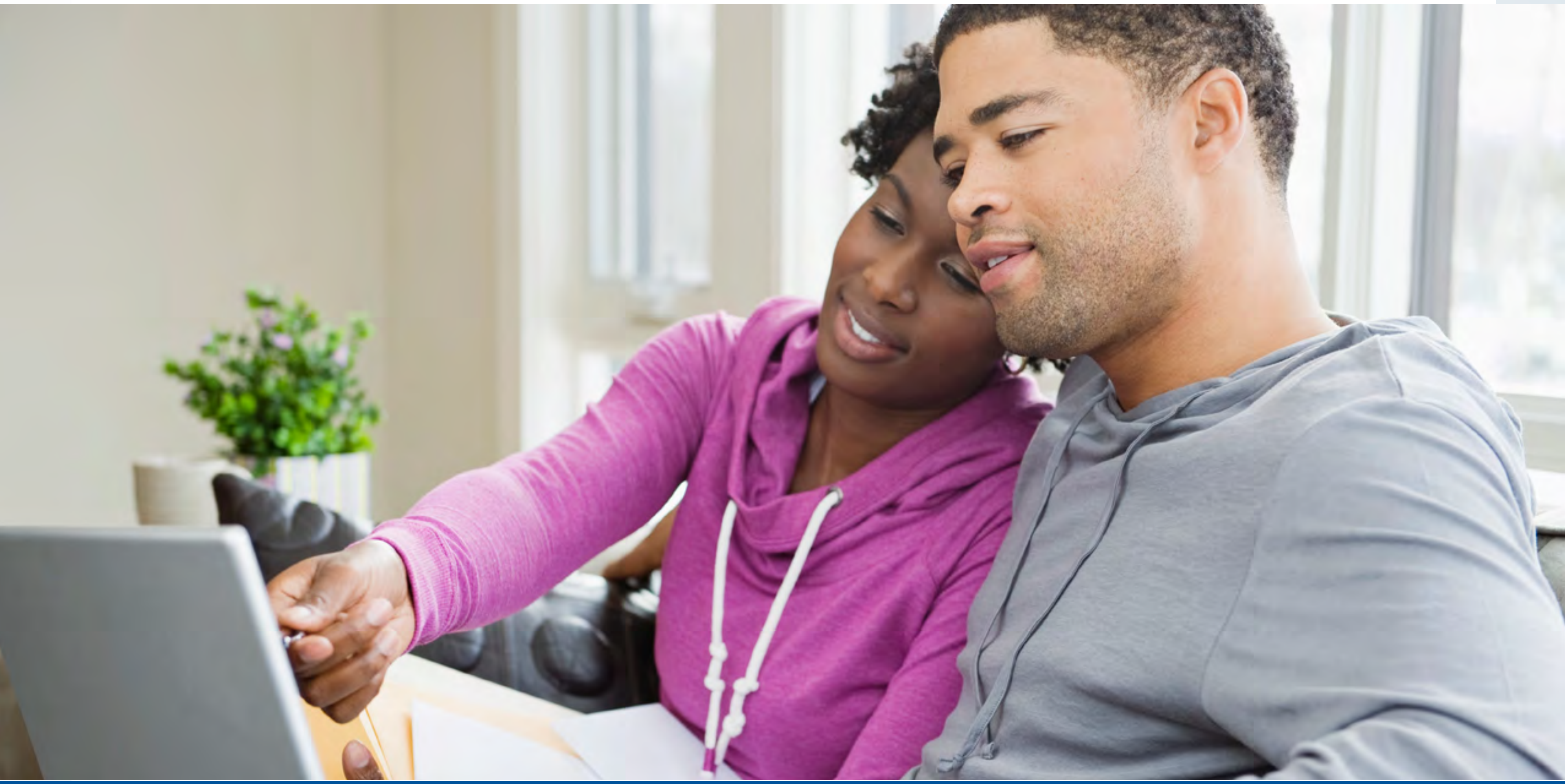
- Once your recurring setup is complete, you will receive a *Recurring Claim Complete* notification.
- Recurring requests will default to a frequency of monthly, unless otherwise noted.
- Change recurring: complete and upload part C, section B of the RHS reimbursement request form found under tools and support, along with supporting documentation.
- Stop recurring: complete and upload part C, section C of the RHS reimbursement request form found under tools and support.

Tools and support

- Gives you 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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