



How to File Recurring Claims Using the Participant Retiree Health Claims Portal

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

The screenshot shows a form for filing a recurring claim. Key fields and callouts include:

- Category ***: A dropdown menu set to "Insurance". Callout: "Select: Insurance".
- Type ***: A dropdown menu set to "Medical Insurance". Callout: "Select: Insurance Type".
- Description**: A text box containing "Reimburse premiums on a monthly basis." Callout: "Provide recurring frequency. System default is **MONTHLY**." Below the text box is a note: "If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description."
- Recipient ***: A radio button selected for "JOHN Q DOE" and a link for "Add Dependent".
- Checkboxes**: A checkbox labeled "Set up a recurring claim for this expense" is checked. Callout: "Ensure you check this box to enable recurring reimbursements."

After accessing your online portal, your home page is easy to navigate:

- On the home screen, select the option to file a claim.
- **Upload your supporting documentation.** Documentation may consist of: itemized bills, Explanation of Benefits (EOBs), premium notices and/or itemized receipts.
 - Documentation must show that 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 setup 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 setup must be submitted to Meritain Health[®] by completing the Reimbursement Request Form found under the *Tools and Support Menu*.**

Have any questions, or need more information? We can help. Please contact the Meritain Health Customer Service team at 1.888.587.9441, weekdays 8:00 AM-5:00 PM ET.