Introducing Meritain Health
Member Statements


If you’ve ever felt mystified trying to decipher the confusing codes and terminology of Explanations of Benefits (EOBs), you’ll welcome the new Meritain Health Member Statements.

Simplicity.
Member Statements replace EOBs with user-friendly, easy-to-understand wording. The layout is similar to a bank statement—something that is recognizable and simple to quickly review.

Convenience.
Your Member Statements will be mailed the second week of each month. At a glance, you will see all claims processed in the preceding month. EOBs are always available online and will continue to be sent only in cases of coverage denials. These EOBs will contain instructions for filing appeals.

Value.
Member Statements contain valuable information to help you gain the maximum advantage from your health benefits. They also contain advice to help you get and stay healthy.

Along with healthcare claims, Member Statements track your deductible balances. This information will help you manage your benefits, including your healthcare dollars.

Member Statement information.
- Claim number
- Date of service
- Amount of covered services
- Billed amount
- Covered amount
- Amount applied to deductible
- Amount of member responsibility
- Provider

Questions? Please contact Meritain Health Customer Service at 1.888.668.6855. Remember, you can also view your member statement online, 24 hours a day, 7 days a week!