Your Meritain Health ID Number

Your ID Card contains a unique number that identifies your Meritain Health policy. It’s important to recognize this number as you may need to identify yourself using it when calling customer service or when filling out a claim form. Your unique ID begins with the letter N, followed by your NDID number and ends with 01.

Important phone numbers and websites

Your Meritain Health website: www.meritain.com
- Customer service: 1.888.668.6855 (press 2)
- 24x7 Nurse Line: 1.888.668.6855 (press 1)
- Flexible spending account: 1.800.748.0003 (press 2)
- Precertification and case management: 1.800.242.1199

Your OptumRx website: http://optumrx.com/mycatamaranrx
- OptumRx Customer Service: 1.866.270.0234
- RX Bin: 610011
- PCN: IRX
- RX Group: PURUOFND

Your Castlight website: www.castlighthealth.com

Network information

Select Network

Select Health Network www.selecthealthnetwork.com 1.800.634.9585 Medical services in the South Bend area

PHCS Healthy Directions (PPO and HDHP plans only) www.phcs.com 1.800.678.7427 Medical and mental health services outside the South Bend area

Midwest Behavioral Health www.newavenuesonline.com 1.800.223.6246 Mental health services in the South Bend area

Lakeland Care www.lakelandcare.com 1.269.927.5207 Medical services in the Michigan area

CHA Network

CHA Network www.chanetwork.com 1.888.689.2242 Medical and mental health services

PHCS Healthy Directions (PPO and HDHP plans only) www.phcs.com 1.800.678.7427 Medical and mental health services outside the South Bend area

Meritain Health claims submission address

Medical Claims Flexible Spending Account Claims Appeals Mailing Address

Meritain Health
P.O. Box 853921
Richardson, TX 75085-3921

Meritain Health
P.O. Box 30111
Lansing, MI 48909
Customer service: 1.800.748.0003, opt 2

Meritain Health
Appeals Dept.
P.O. Box 1380
Amherst, NY 14226-1380

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