

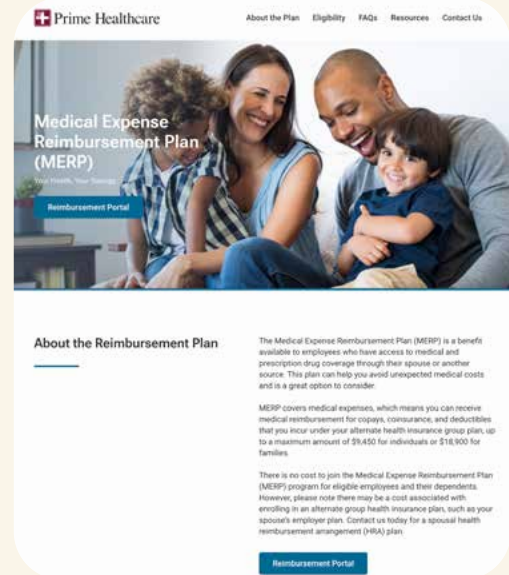


QUICKSTART GUIDE

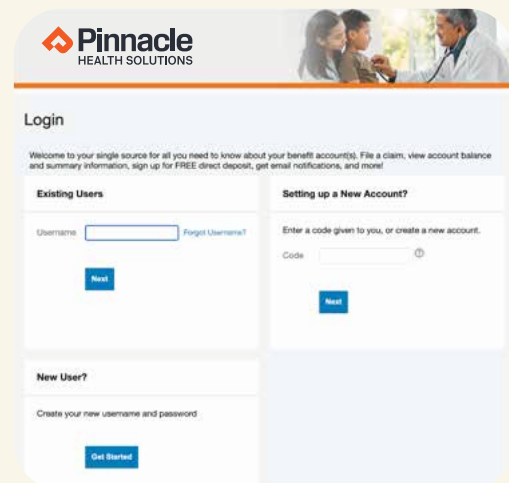
Follow these simple steps to log in to the reimbursement portal and get started with your Medical Expense Reimbursement Plan benefits.

1. **Navigate** to the **Prime Healthcare MERP Website** Medical Expense Reimbursement Plan (Merp) <https://prime.pinnacle-health.com>

2. **Click** the **Reimbursement Portal** button



3. In the **Existing User** login box **enter your Username**, click **Next**, then enter **your password**, and click **"Login"**



4. **Your Username** is your email address.

If this is your first time logging in, use Temporary Password: First Name initial + Last Name + DOB (ddmmyyyy). Initial and last name needs to be in all lowercase letters. Example: John Doe October 24, 1972, would be jdoe24101972

Please Note:

If you are unable to login, you will need to reset your password using the Forgot Password? link or call Pinnacle customer service at (866) 642-2932.

Existing Users

Username jdoe1

[Change Account?](#)

Password



[Forgot Password?](#)

Login

5. **After you have logged in**, you will be prompted to set your security questions and reset your password.

6. **Security questions** When your security questions are completed, and your password has been reset, you will be routed to the [Reimbursement Portal Homepage](#)

The screenshot shows the Pinnacle Health Solutions Reimbursement Portal Homepage. At the top, there is a header with the Pinnacle Health Solutions logo and a photo of a doctor and a patient. Below the header, there is a navigation bar with links: Home, Accounts, Tools & Support, and Message Center. The main content area is divided into sections. The first section is 'Tasks' with a red notification icon and the text 'No current Tasks.' Below this is a section titled 'I Want To:' with three buttons: 'Reimburse Myself', 'Send Payment', and 'Manage My Expenses'. The next section is 'Accounts' which contains a table with two rows. The first row is '2024 MERP EE' and the second row is '2024 MERP' with a yellow notification icon. The table also shows an 'AVAILABLE' amount of '\$18,900.00'.

Account	AVAILABLE
2024 MERP EE	
2024 MERP	\$18,900.00