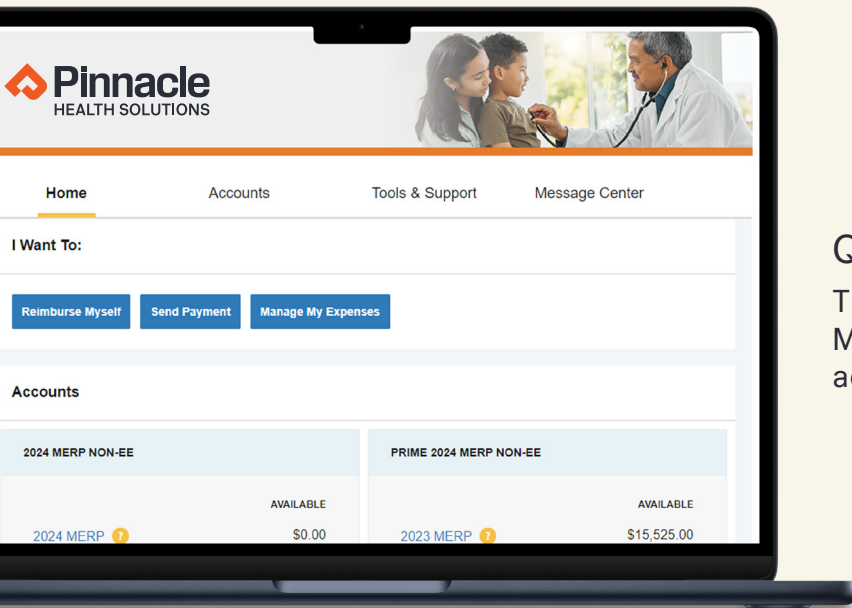




QUICKSTART GUIDE

This quick guide is to help members enrolled in the Medical Expense Reimbursement Account (MERP) access their **Reimbursement Portal**.

This one-stop portal gives you 24/7 access to view information and manage your Medical Expense Reimbursement Account (MERP). It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page, or
2. Hover over or click on the four tabs at the top.

1. How do I log on to the home page?

Go to prime.pinnacle-health.com/MERP

Enter your Username and Password

- Username:** Email Address
- 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 johndoe24101972

Click **Login**.

The **Home Page** is easy to navigate:

- Easily access the **Available Balance** and **"I Want To"** sections to work with your accounts right away.
- The **I Want To...** section contains the most frequently used features for the Consumer Portal.
- The **Accounts** section links to your Accounts and Profile.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Recent Transaction** section displays the last three (3) transactions on your account(s).
- The **Quick View** section graphically displays some of your key account information.

You can also hover over the tabs at the top of the page.

Pinnacle
HEALTH SOLUTIONS

Home Accounts Tools & Support Message Center

I Want To:

Reimburse Myself Send Payment Manage My Expenses

Accounts

2024 MERP NON-EE	PRIME 2024 MERP NON-EE
2024 MERP 1 AVAILABLE \$0.00	2023 MERP 1 AVAILABLE \$15,525.00

Tasks 1

Next projected payment: \$100.00 on 12/20/2023 | View More

Recent Transactions

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
10/11/2023	Medical	Jeremy Deff	Kaiser	\$100.00	\$
10/11/2023	Medical	Adam Deff	Kaiser	\$2,000.00	\$
10/4/2023	Medical	Jeremy Deff	Kaiser	\$1,000.00	\$

[View full table](#)

Quick View

Paid Claims by Category 1

Coinsurance \$3,275.00

Benefit Summary
2024 MERP Non-EE

2024 MERP \$18,900.00

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2. How do I upload a claim and upload a receipt?

On the **Home Page**, you may simply select **"Reimburse Myself"** or **"Send Payment"** under the "I want to..." section, **OR** from any page on the portal, expand the **Accounts** tab on the top of the screen.

The claim filing wizard will walk you through the request including entry of information, payee details and uploading a receipt.

For submitting more than one claim, click **Add Another**, from the **Transaction Summary** page.

When all claims are entered in the **Transaction Summary**, agree to the terms and conditions click **Submit** to send the claims for processing.

The **Claim Confirmation** page displays. You may print the **Claim Confirmation Form** as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a **Claim Confirmation Form** to submit to the administrator with the required receipts.

NOTE:

If you see a **Receipts Needed** link in the Tasks section of your Home Page, click on it. You will be taken to the **Claims** page where you can see the claims that require documentation. You can easily upload the receipts from this page or use one of your **Mobile Quick Receipts**.

Home Accounts Tools & Support Message Center

1 receipt(s) needed to approve your debit card transaction(s) or claim(s) View More

I Want To:

Reimburse Myself Send Payment Manage My Expenses

Accounts

2024 MERP NON-EE	AVAILABLE	PRIME 2024 MERP NON-EE	AVAILABLE
2024 MERP 1	\$0.00	2023 MERP 1	\$15,503.00

Tasks 2

1 receipt(s) needed to approve your debit card transaction(s) or claim(s) 1

Next projected payment: \$100.00 on 12/22/2023 View More

Home Accounts Tools & Support Message Center

Accounts / Receipts Needed

Receipts Needed

DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	RECIPIENT	CLAIM AMOUNT	RECEIPT STATUS	ACTIONS
10/11/2023	2023 MERP	-	Jeremy Deff	\$22.00	Required	Details Upload

Denied

DENIAL DATE	DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	RECIPIENT	CLAIM AMOUNT	RECEIPT STATUS	ACTIONS
There are no records to display.							

Uploaded

DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	RECIPIENT	CLAIM AMOUNT	RECEIPT STATUS	ACTIONS
There are no records to display.						

3. How do I view current account balances and activity?

For current Account Balance only, on the [Home Page](#), see the [Accounts](#) section.

For all Account Activity, click on the [Accounts](#) tab from the Home Page to bring you to the Account Summary page. Then you may select the underlined dollar amounts for more detail. For example, click on the amount under "Available Balance" to view enrollment detail.

NOTE: You can see election details by clicking to expand the line item for each account.

Home

Accounts

Tools & Support

Message Center

Accounts / Account Summary

The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits.

2024 MERP Non-EE

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ 2024 MERP	\$18,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

4. How do I view my claims history and status?

From the [Home Page](#), click on the [Accounts Tab](#), and then click on the [Claims](#) link to see your claims history. You can apply filters from the top of the screen. You can filter by plan year, account type, claim status or receipt status.

By clicking on the line of the claim, you can expand the data to display additional claim details.

Home

Accounts

Tools & Support

Message Center

Accounts / Claims

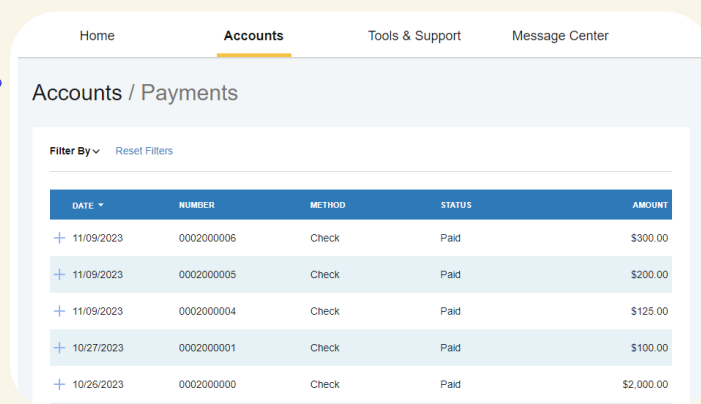
Filter By

Reset Filters

DATE OF SERVICE	ACCOUNT	MERCHANT/PROVIDER	CLAIM STATUS	AMOUNT
+ 10/11/2023	2023 MERP	Kaiser	Paid	\$100.00
+ 10/11/2023	2023 MERP	Kaiser	Paid	\$2,000.00
+ 10/04/2023	2023 MERP	Kaiser	Pending Reimbursement	\$1,000.00
+ 10/02/2023	2023 MERP	Kaiser	Paid	\$50.00
+ 10/01/2023	2023 MERP	-	Scheduled Reimbursement	\$100.00
+ 10/01/2023	2023 MERP	-	Paid	\$125.00
+ 10/01/2023	2023 MERP	-	Paid	\$200.00

5. How do I view my payment (reimbursement) history?

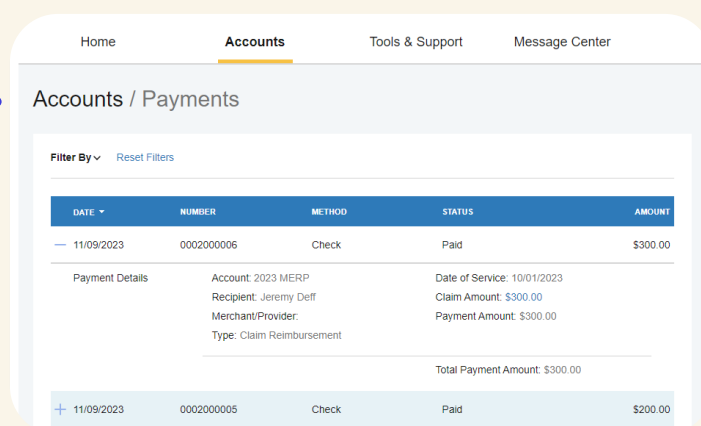
From the **Home Page**, under the **Accounts** tab, click **Payments**. You will see reimbursement payments made to date, including debit card transactions.



The screenshot shows the 'Accounts / Payments' page with a table of transactions. The table has columns for DATE, NUMBER, METHOD, STATUS, and AMOUNT. There are five rows of transactions, all with a status of 'Paid'.

DATE	NUMBER	METHOD	STATUS	AMOUNT
11/09/2023	0002000006	Check	Paid	\$300.00
11/09/2023	0002000005	Check	Paid	\$200.00
11/09/2023	0002000004	Check	Paid	\$125.00
10/27/2023	0002000001	Check	Paid	\$100.00
10/26/2023	0002000000	Check	Paid	\$2,000.00

By clicking on the line of a **payment**, you can expand the data to display additional details about the transaction.



The screenshot shows the 'Accounts / Payments' page with the first transaction expanded. The table has columns for DATE, NUMBER, METHOD, STATUS, and AMOUNT. The first row is expanded to show 'Payment Details'.

DATE	NUMBER	METHOD	STATUS	AMOUNT
11/09/2023	0002000006	Check	Paid	\$300.00
Payment Details				
Account: 2023 MERP		Date of Service: 10/01/2023		
Recipient: Jeremy Deff		Claim Amount: \$300.00		
Merchant/Provider:		Payment Amount: \$300.00		
Type: Claim Reimbursement		Total Payment Amount: \$300.00		
11/09/2023	0002000005	Check	Paid	\$200.00

6. How do I report a debit card missing and/or request a new card?

From the **Home Page**, under the **Accounts Tab**, click the **Banking** link.

Under the Debit Cards column, click **Report Lost/Stolen** or **Order Replacement** and follow instructions.

Home Accounts Tools & Support Message Center

Banking / Cards

Bank Accounts

No bank accounts exist

Debit Cards

ELLA REID
Card Number: x9135 †
Card Status: Ready To Activate
Expires: 3/31/2026
Effective: 3/24/2023
Purse Status: 2023 Out of Pocket
Expense Plan: Active
2023 Premium Expense Plan Jan-Mar: Active
[Report Lost/Stolen](#)
[Order Replacement](#)
† Request New Personal Identification Number (PIN) Toll Free Number: (866) 898-9795

We collect information about your use of this portal (for example, how long you are on the portal, the pages you visit, etc.) so that we can understand and improve user experience.
For more information, [click here](#)
To opt out of this information collection, [click here](#)

Home Accounts Tools & Support Message Center

Cards / Report Card Lost/Stolen

Card Information

Selected Card: ELLA REID X9235
Current Status: ReadyToActivate

Update Card Status

New Status: Lost/Stolen
Issuance Fee: \$10.00
Your Mailing Address: ELLA REID
1234 MAIN ST
LOS ANGELES CA 90000
United States

* A new card with a new card number will automatically be issued and mailed to the primary cardholder's address to replace the lost/stolen card within 5-7 business days.
* The cardholder must have a United States mailing address to receive a new card. If a card is requested and the cardholder has an international mailing address, a card will not be generated.
If you suspect fraudulent activity on your account a Transaction Dispute form must be filled out, mailed and/or faxed to Cardholder Services. Transaction Dispute forms must be received within 90 calendar days from original transaction(s) settlement date. This form can be found on the portal under Tools & Support.

Cancel Submit

7. How do I get my reimbursement faster?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is offering direct deposit setup online.

From the **Home Page**, under the **Accounts** tab, select Banking, and click on **Add Bank Account**.

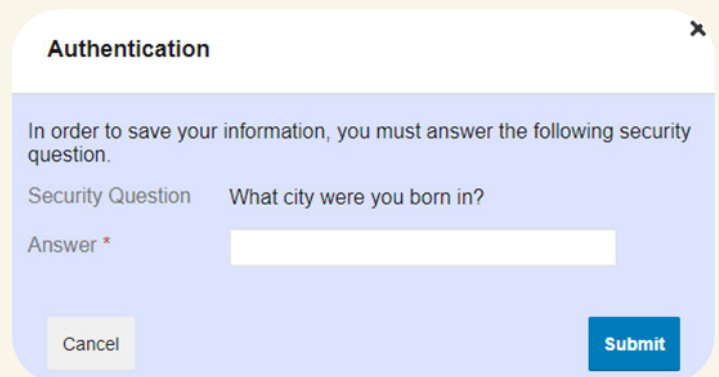
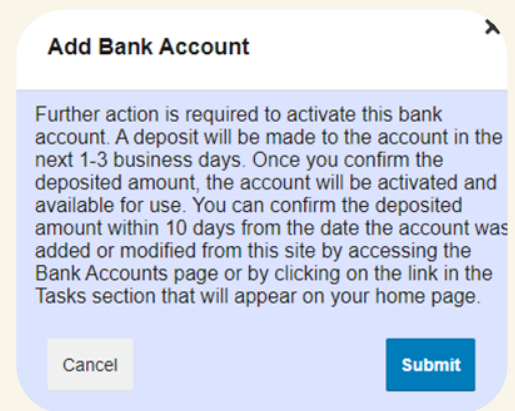
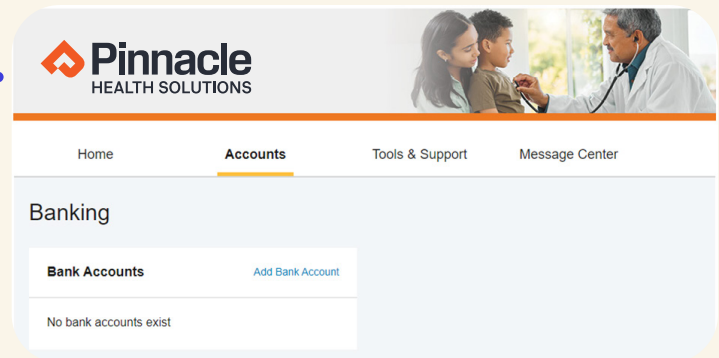
Select **Update** for the appropriate plans. Update the secondary reimbursement method to **Direct Deposit**.

Enter your bank account information and click **Submit**.

The **Payment Method Changed** confirmation displays.

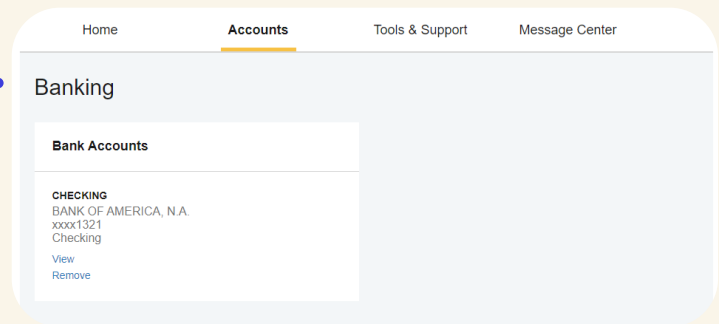
If there is a bank validation requirement, you will be notified on the portal to look for a small transaction or "micro-deposit" in your designated bank account in the next couple of days to enter online, which will validate your account.

An Authentication pop-up message will display. You must answer the security question and click Submit.

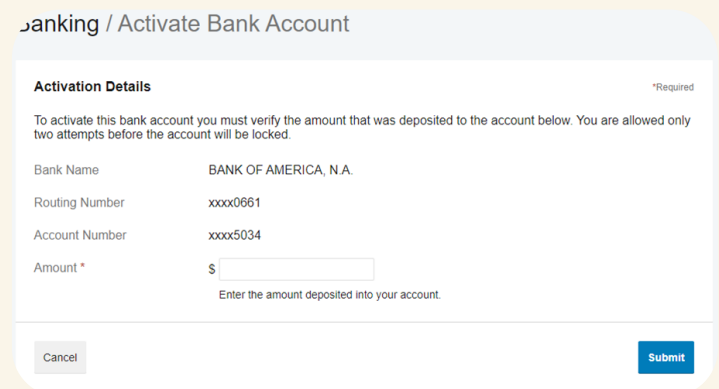


Your bank account will be added to your profile. To finish activating your account, click the **Activate** link.

Enter the prenote amount that was deposited to your account and click **Submit**.



The screenshot shows the 'Banking' section of a user interface. At the top, there are navigation tabs: 'Home', 'Accounts' (which is highlighted), 'Tools & Support', and 'Message Center'. Below the tabs, the heading 'Banking' is displayed. Underneath, there is a section titled 'Bank Accounts'. Within this section, a card for 'CHECKING' is shown, listing 'BANK OF AMERICA, N.A.', 'xxxx1321', and 'Checking'. Below the card, there are two links: 'View' and 'Remove'.



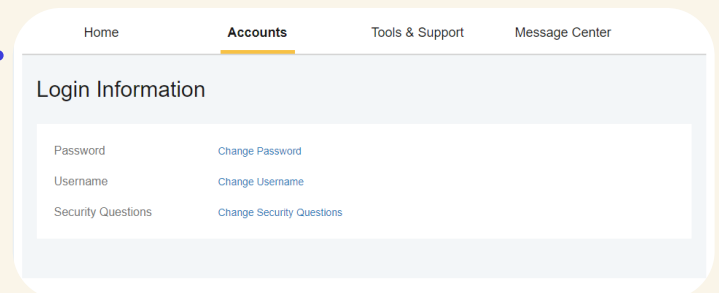
The screenshot shows the 'Banking / Activate Bank Account' page. At the top, there are navigation tabs: 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center'. Below the tabs, the heading 'Banking / Activate Bank Account' is displayed. Underneath, there is a section titled 'Activation Details' with a '*Required' label. A note states: 'To activate this bank account you must verify the amount that was deposited to the account below. You are allowed only two attempts before the account will be locked.' Below this, there are four fields: 'Bank Name' (BANK OF AMERICA, N.A.), 'Routing Number' (xxxx0661), 'Account Number' (xxxx5034), and 'Amount *' (a text input field with a dollar sign). Below the 'Amount' field, there is a prompt: 'Enter the amount deposited into your account.' At the bottom, there are two buttons: 'Cancel' and 'Submit'.

8. How do I change my login and/or password?

From the **Home Page**, click on the **Accounts Tab**, and click **Login Information**.

Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)

Click **Save**.

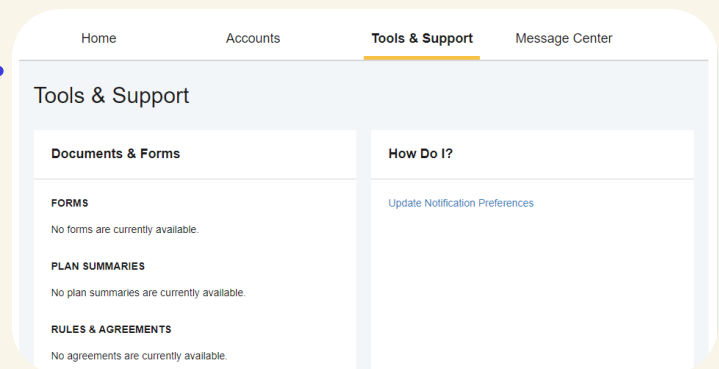


The screenshot shows the 'Login Information' page. At the top, there are navigation tabs: 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center'. Below the tabs, the heading 'Login Information' is displayed. Underneath, there is a table with two columns. The first column lists 'Password', 'Username', and 'Security Questions'. The second column lists 'Change Password', 'Change Username', and 'Change Security Questions'.

9. How do I view or access: ...Documents and forms?

From the **Home Page**, click the **Tools & Support** tab.

Click any form or document of your choice.

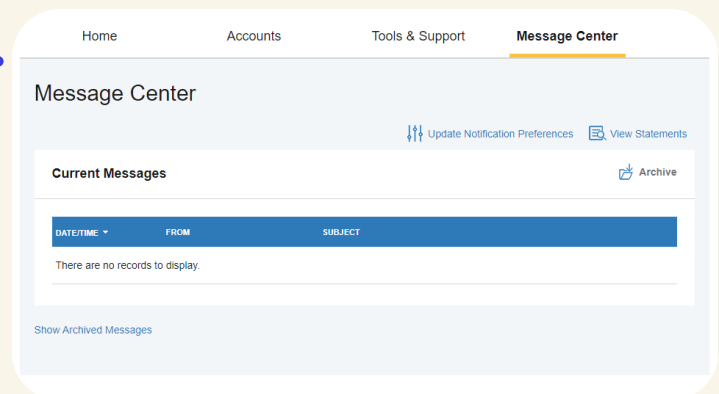


...Notifications?

From the **Home Page**, click the **Message Center** tab.

Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.

In addition, you can **Update Notification Preferences** by clicking on the link next to Notifications.



...Plan information?

On the **Home Page**, under the **Accounts Tab**, you will be directed to the **Account Summary** page.

Click onto the applicable account name and the **Plan Rules** will open in a pop-up window.

OR from the **Home Page**, under the **Tools & Support** page, you may view **Plan Summaries** for basic information. Then click each applicable plan to see the plan details.

