



Welcome to the Prime Medical Expense Reimbursement Program



IMPORTANT INFORMATION ABOUT WHAT TO EXPECT AFTER ENROLLMENT

NEXT STEPS

- ▶ Debit cards are shipped within 7-10 business days as you are determined eligible.
- ▶ You will be required to activate your card – follow the instructions on the page your card came with.
- ▶ Logging into the portal for the first time:
Go to prime.pinnacle-health.com/MERP
Enter your **Username** and Password under the “Existing Users” section.

- a. Username: Email Address
- b. Temporary Password: First Name initial + Last Name + DOB (ddmmyy). Initial and last name needs to be in all lowercase letters.

Example: John Doe October 24, 1972, would be: jdoe241072

Click **Next**

IMPORTANT NOTES

- Families will receive (2) debit cards
- The employee’s name will be listed on all cards
- A replacement card is a fee of \$10

CLAIMS

You have various options available for accessing your benefits and filing a claim: using a debit card at the time of service, filing a claim through our online portal or the Mobile App, or the conventional paper method.

Reminder: Keep all your receipts!

Debit Card: Use your debit card at the time of service to pay your copay, deductible or pick up your prescription. Visit the online portal at prime.pinnacle-health.com/MERP to upload receipts and check your balance.

Electronic Claims (Online Portal & Mobile App)

- Online Portal: File a claim by visiting prime.pinnacle-health.com/MERP.
- To learn more about the online portal and how to file a claim, there is a QuickStart guide available in the resources section at prime.pinnacle-health.com.
- Mobile App: Download and login to Pinnacle Benefits Wallet to file a claim, upload receipts and check your balance.

Paper Claims

If you choose to go the paper route, follow these steps:

1. Complete the MERP claim form.
2. Sign the claim form.
3. Submit the claim form to MERP@pinnacle-health.com, fax it to (949) 253-5420 or mail it to:
Pinnacle Health Solutions
P.O. Box 2220
Newport Beach, CA 92658

Need Help?

Contact the plan administrator, Pinnacle Health Solutions, at (866) 642-2932.

