MERITAIN® HEALTH

An Aetna Company

Want to file a claim using the RHS Participant claims portal?

Step 1—ensure your documentation is in good order!

Prior to submitting your claim(s), you should check your available balance and obtain the appropriate supporting documentation.

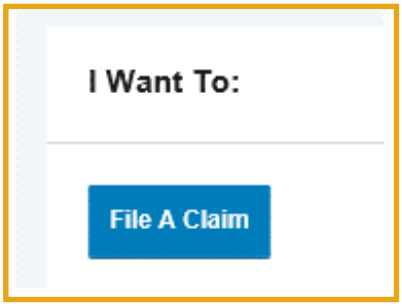
Common examples include:

- Premium Itemization Notice.
- Explanation of Benefits (EOB).
- Itemized statements or bills.

For more information on supporting documentation, review the ***Necessary Documentation for In Good Order Submissions***

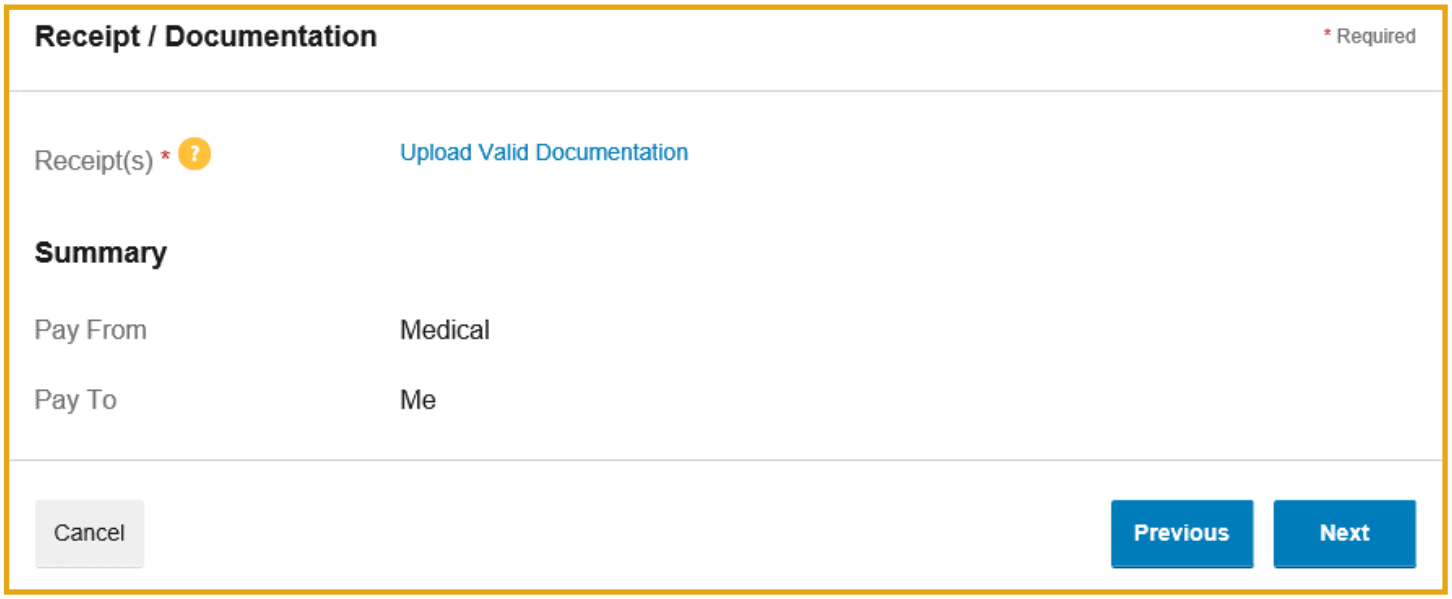
Step 2

Click on *file a claim* to start the process.



Step 3

You will be prompted to upload your supporting documents.

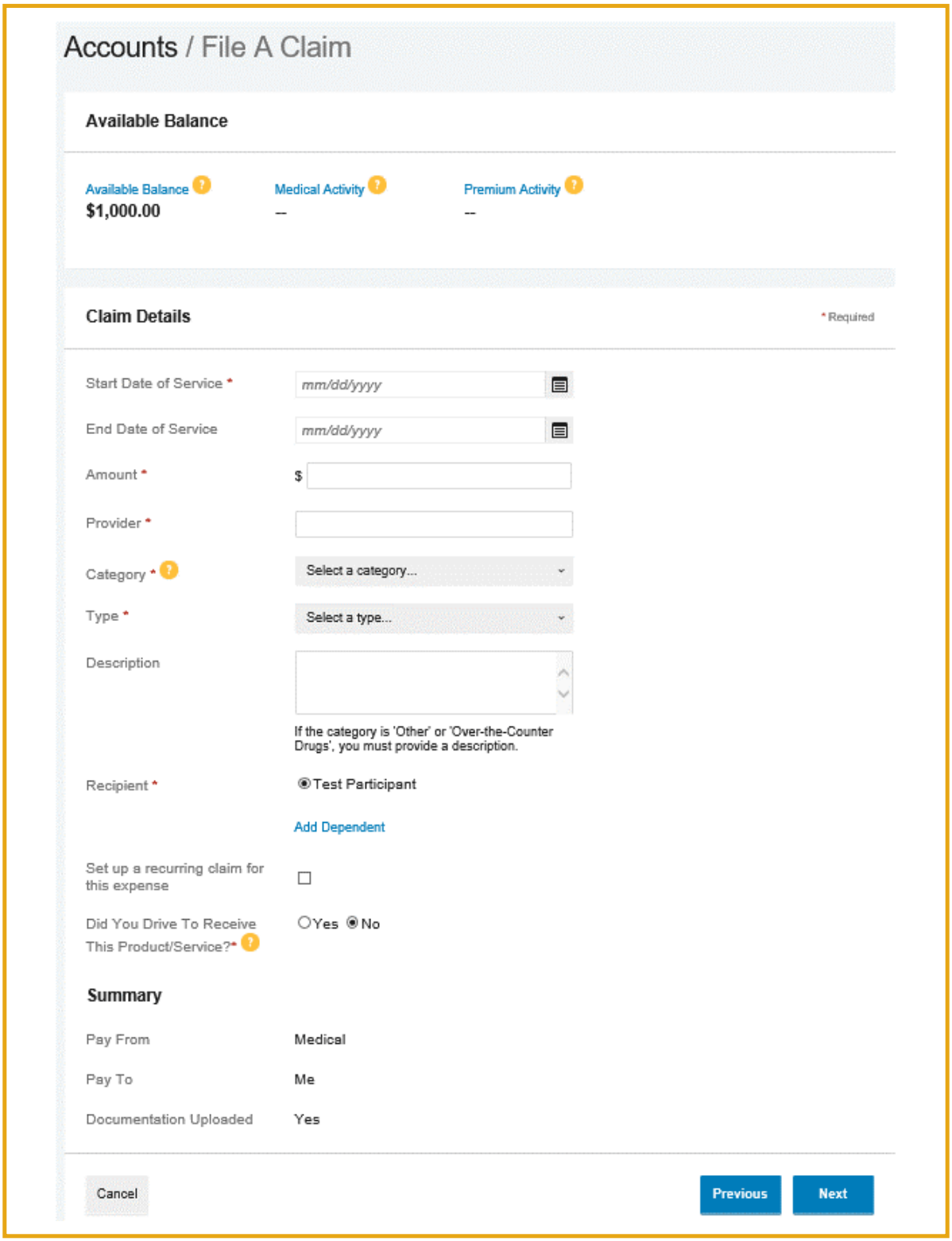


Step 4

Enter your claim details-mandatory fields are indicated with an asterisk (*). Required fields:

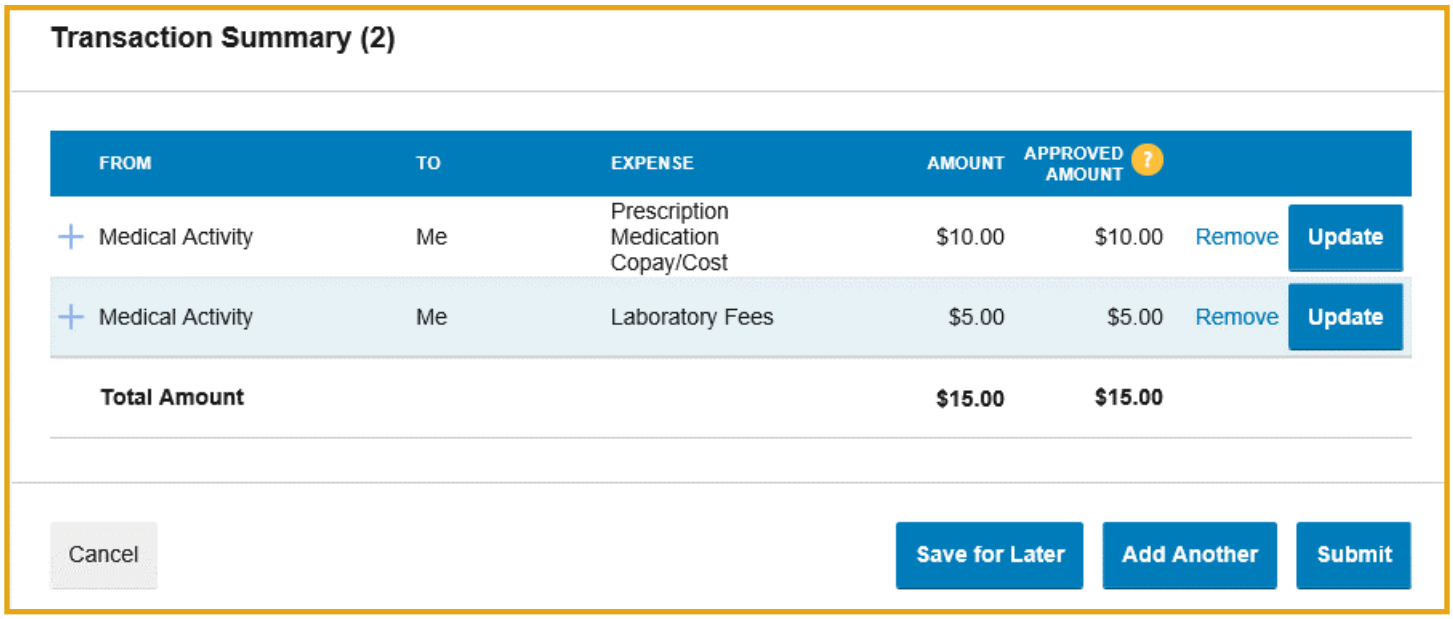
- Date of service
- Amount
- Provider
- Category and claim type
- Recipient (select dependent if applicable)

You can establish a recurring claim by selecting this option as shown below:



Step 5

Click *Add Another* to file more than one claim. In order to process your claims on time, please itemize them. Claims must be broken down by expense type and date of service.



Additional information

- **To add a spouse/dependents**—Select *Accounts*, then *Profile Summary*, and *Add Dependent* to provide this information
- **To establish Direct Deposit**—Select *Tools & Support* and *Change Payment Method* to set up Direct Deposit

Have any questions, or need more information? We can help. Please contact the Meritain Health Customer Service team at 1.888.587.9441, weekdays 8:00 AM–5:00 PM ET or by Missionsq@meritain.com

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