



Member Web Portal User Guide

The myMarpai web portal from Marpai Health allows you to easily manage your health plan coverage.

Quickly reference the functionality of the portal with this Member Web Portal User Guide to take advantage of all its enhanced features.

MyMarpai

DASHBOARD

The dashboard provides a comprehensive overview of a member's account. It includes sections for Alerts & Updates, Member Name (Jamie, Billy, Suzy, Greta), ID Number, Current Status (Active), Plan (Basic Plan), Coverage Level (Employee and Children), and CB Primary (No). It also displays Accumulators for In Network and Out of Network, with Deductible and Out of Pocket amounts. A Recent Claims table lists claim numbers, service dates, types, patients, providers, and statuses.

Claim Number	Service Date	Type	Patient	Provider	Status
XXXXXXXXXX	XXXXXXXXXX	Medical	Jamie XXXXX	Dr. Smith	Completed
XXXXXXXXXX	XXXXXXXXXX	Prescription	Suzy XXXXX	Dr. Smith	Completed
XXXXXXXXXX	XXXXXXXXXX	Dental	Billy XXXXX	Dr. Smith	Completed
XXXXXXXXXX	XXXXXXXXXX	Medical	Greta XXXXX	Dr. Smith	Completed

Access.

Visit the myMarpai web portal at www.myMarpai.com to sign in. Haven't created an account? Once on the web portal, simply go to the Members tab on the left and select the Create Account on the top right to create your account.

Menu bar.

Quickly access various portal functions including benefits, accumulators, claims, authorizations, find providers, and resource center.

Welcome window.

See all alerts and updates for your account. Opt out of printed correspondence and EOBs. Easily view, print, or order ID cards

Current Status.

Verify current eligibility status and enrolled plans.

Accumulators.

View Deductible and Out of Pocket Accumulators for the current year.

Recent claims.

Find recent claims and a summary of related information including service date, patient, status, charge, and plan paid.

Accessible.

The dashboard is conveniently accessible from any page of the portal in the left-hand menu bar.

BENEFITS

The Benefits page provides detailed information about the member's current and future coverage. It includes sections for Current Status (Active), Past Status (Active), and Future Status (Active). Each status section displays Plan (Basic Plan), Coverage Level (Family), and CB Primary (No). It also shows Medical Deductible/Copay, Office Visit, Specialist Visit, and Emergency Room details. A Summary of Benefits, Plan Documents, and Other Documents are available for review.

Member Information.

See each member currently enrolled in your benefit plan and their ID number.

Plan Resources.

Find all the benefit information you need with summary of benefits, plan documents, and more.

Access ID Cards.

Easily view, print, or order ID cards

Current Status.

Verify current eligibility status and enrolled plans.

Future Coverage.

Future plan overview will be displayed when applicable.

ACCUMULATORS

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Members:
Member ID:
Group ID:

Show accumulators.

MEMBER(S) [All] TYPE [MAJOR MEDICAL] YEAR [2017] Submit

In Network

Deductible Max: \$5,000.00
Used: \$592.17
Remaining: \$4,407.83

Out of Pocket Max: \$5,000.00
Used: \$592.17
Remaining: \$4,407.83

Out of Network

Deductible Max: \$5,000.00
Used: \$592.17
Remaining: \$4,407.83

Out of Pocket Max: \$2,500.00
Used: \$592.17
Remaining: \$1,907.83

Number of Visit Limitations

Chiropractic Max: 9999
Used: 0
Remaining: 9999

Physical Therapy Max: 9999
Used: 0
Remaining: 9999

Routine Max: 9999
Used: 0
Remaining: 9999

Display Accumulators.

Easily display in network and out of network deductible and out of pocket contributions by member, plan type, and year.

Number of Visit Limitations.

View the maximum number of visits per service type allowed by your plan. Quickly identify the current number of visits used and remaining.

CLAIMS

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Search all claims.

DATE OF SERVICE [All] MEMBER/DOB [All] STATUS [All]

TYPE [All] PROVIDER [All] Submit

Claims Search Results:

Claim Number	Service Date	Member/DOB	Type	Provider	Status
XXXXXXXXXX	XXXXXX/XX/XX	Jamie XXXXX	Medical	Dr. Smith	Completed
XXXXXXXXXX	XXXXXX/XX/XX	Stacy XXXXX	Prescription	Dr. Smith	Completed
XXXXXXXXXX	XXXXXX/XX/XX	Billy XXXXX	Dental	Dr. Smith	Completed
XXXXXXXXXX	XXXXXX/XX/XX	Greta XXXXX	Medical	Dr. Smith	Completed
XXXXXXXXXX	XXXXXX/XX/XX	Jamie XXXXX	Prescription	Dr. Smith	Completed

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Check status.

Conveniently search for claims by date of service, member, status, type, or provider.

View results.

Search results will include claim number, service date, member, type, provider, and claim status.

Export.

Claim search results can be exported to an Excel document by clicking the link at the bottom of the page.

Claims summary.

The summary page includes service dates, network indicator, diagnosis, procedure, description of service, and bill details. Easily download explanation of benefits and contact us with any questions.

AUTHORIZATIONS

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Member: First Last
 Member ID: XXXXXXXXXXXX
 Group ID: XXXXXXXXXXXX

Search authorizations.

Patient Name: ID Number:
 Jamie: XXXXXXXXXXXX
 Billy: XXXXXXXXXXXX
 Suzy: XXXXXXXXXXXX
 Greta: XXXXXXXXXXXX

Authorization Results for Selected Patient:

Authorization #	Procedure	Patient	Status
XXXXXXXXXXXXXXXX	Procedure	Jamie	Approved
XXXXXXXXXXXXXXXX	Procedure	Jamie	Approved
XXXXXXXXXXXXXXXX	Procedure	Jamie	Approved
XXXXXXXXXXXXXXXX	Procedure	Jamie	Approved
XXXXXXXXXXXXXXXX	Procedure	Jamie	Approved

Search Authorizations.

Select the member to display authorizations by member.

Authorization Results.

Search results will include authorization number, procedure, member name, and status. Select the authorization number to view details.

FIND PROVIDERS

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Search for providers with ease.

Find providers.

Medical Dental


Search for Providers.

Easily search for a network doctor, hospital, or other health care provider.

RESOURCE CENTER

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Your Personalized Resource Center.



Available Resources

- [Coordination of Benefits \(COB\) Questionnaire](#)
- [Out-of-Network Claim Form](#)
- [Emergency Enrollment Form](#)

Form Uploads

- [Upload Claim Forms](#)

Links

- [Network Link](#)
- [PBM Link](#)

Access information.

Quickly locate useful forms, valuable links and other important resources.

MY ACCOUNT

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My Account

Manage your account.

Name:	xxxxxxx	Birth Date:	xxxxxxx	Change Password
Home Address:	xxxxxxx	Gender:	xxxxxxx	Change Security Question
	xxxxxxx			
	xxxxxxx			
Mailing Address:	xxxxxxx			
	xxxxxxx			
	xxxxxxx			

Email Address: [edit](#)

Can we send an email asking for you to contact us? Yes No

Cell Phone:

Can we leave a voice message for you to contact us? Yes No

Can we send a text message? Yes No

Home Phone:

Can we leave a message for you to contact us? Yes No

Work Phone:

Can we leave a message for you to contact us? Yes No

[edit](#)

Do you opt out of printed EOBs? Yes No Date of Change:

Do you opt out of printed correspondence? Yes No Date of Change:

Can we send you a text to view and respond to our correspondence? Yes No Date of Change:

Do you require we print and mail you a printed ID card? Yes No Date of Change:

Who can view my member portal information?

	Effective	Expires	Date of Change:
Billy <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text" value="xx/xx/xxxx"/>	<input type="text" value="xx/xx/xxxx"/>	xx/xx/xxxx
Suzy <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text" value="xx/xx/xxxx"/>	<input type="text" value="xx/xx/xxxx"/>	xx/xx/xxxx

Manage your Account.

Conveniently change your account password, set communication preferences, review your account privacy and more.