



## **Broker Web Portal User Guide**

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

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

## MyMarpai

### Access.

Visit the Marpai Health website, [www.marpaihealth.com](http://www.marpaihealth.com), and click Log In/ Sign Up to conveniently access the myMarpai web portal.

## DASHBOARD

The dashboard features a navigation menu on the left with links for Dashboard, Claims, Member Search, Find Providers, and Resource Center. The main content area includes a welcome message, alerts and updates, and a table of recent claims.

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

### Menu bar.

Quickly access various portal functions including claim search, member search, find providers, and resource center.

### Welcome window.

Easily view notifications from Marpai Health and access reports.

### Clients.

Select a client name to effortlessly filter portal functions by client.

### Recent claims.

Find recent claims and a summary of related information including service date, type, member, providers, and status.

### Accessible.

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

## CLAIMS SEARCH

The Claims Search page includes search filters for Client, Date of Service, Type, and Status, along with a Claim Number search field. A 'Submit' button is provided to execute the search. Below the filters, a table displays the search results.

Claim Number	Service Date(s)	Member/DOB	Type	Provider	Status	Charge	Plan Paid
XXXXXXXXXX	XX/XX/XXXX	Jamie XXXXX	Medical	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Suzy XXXXX	Prescription	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Billy XXXXX	Dental	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Greta XXXXX	Medical	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Jamie XXXXX	Prescription	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Suzy XXXXX	Dental	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Billy XXXXX	Medical	Dr Smith	Completed	\$9,999,999	\$9,999,999
XXXXXXXXXX	XX/XX/XXXX	Greta XXXXX	Prescription	Dr Smith	Completed	\$9,999,999	\$9,999,999

Export to excel

1 of 10

### Check status.

Conveniently search for claims by client, date of service, type, status, or claim number.

### View results.

Search results will include claim number, service date, member, type, provider, claim status, charge, and plan paid. Claims details are conveniently accessible by clicking the claim number.

### Export.

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

## MEMBER SEARCH

### Search for members.

Easily search for members within a client group by either first or last name or by the member ID number.

### View results.

Search results will include the member's first and last name, date of birth, and relationship to member.

### Member details.

By clicking on the member's last name, you can view the details page where you can access the member's benefits, claims, authorizations, and accumulators.

## MEMBER DETAILS

### Benefits.

Find all the information you need about the member's benefits. Retrieve summary of benefits and plan documents. View, print or order member ID cards.

### Claims.

Search the member's claims by date of service, member, status, type, or provider. Results include the claim number, service dates, member, type, provider, claim status, charge, and plan paid. Results can be exported to Excel.

### Claims summary.

The summary page includes service dates, network indicator, diagnosis, procedure, description of service, and bill details. Easily download the explanation of benefits.

### Authorizations.

Search member authorizations by first name to see the authorization number, procedure, and status.

### Accumulators.

Search accumulators by member, type and year to show in network and out of network costs and number of visit limitations.

## FIND PROVIDERS

myMARPAI MY ACCOUNT | LOGOUT | CONTACT US

Search for providers with ease.

CLIENT  
XXXXXXXXX

Find providers.

Medical Dental

### Search for Providers.

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

## RESOURCE CENTER

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Your Personalized Resource Center.

CLIENT  
XXXXXXXXX

**Reports**  
[Monthly Report](#)

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

**Links**  
[Network Link](#)  
[PBM Link](#)

### Access information.

Find monthly reports, claims forms, HIPAA PHI release forms along with valuable links and other important resources.