



## **Client 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 screenshot shows a navigation menu on the left with options: Dashboard, Claims, Member Search, Find Providers, and Resource Center. The main content area features a blue header with 'Welcome to simplicity.' and 'Alerts & Updates.' Below this is a 'Recent Claims' section with a table of claim data.

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

### Menu bar.

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

### Alerts & Updates.

Easily view all alerts.

### 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 interface includes search filters for 'DATE OF SERVICE', 'STATUS', and 'TYPE'. Below the filters is a 'Submit' button. The search results are displayed in a table with columns for Claim Number, Service Date(s), Member/DOB, Type, Provider, Status, Charge, and Plan Paid.

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

Export to excel

### Check status.

Conveniently search for claims by date of service, 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

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**Easily search for members.**

**Search members.**  
Please enter at least one of the fields below.

MEMBER ID:  LAST NAME:  FIRST NAME:

[Submit](#)

**Member Search Results:**

Last Name:	First Name:	Date of Birth:	Relationship:
<a href="#">Doe</a>	Jane	XX/XXX/XXXX	Self

### Search for members.

Easily search for members 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

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

**Member Name:**  Jamie  Billy  Suzy  Greta  
**ID Number:** XXXXXXXXXXXX

[View/Print ID Card\(s\)](#) [Order ID Cards](#) [Summary of Benefits](#) [Plan Documents](#) [Other Documents](#)

**Current Status:** XXXXXXXX

Type:	Plan:	Coverage Level:	CB Primary:
Medical	Basic Plan	Family	Yes
Rx	Basic Plan	Family	Yes
Dental	PPO	Emp/Spouse	No
Vision	Blue	Family	No
etc.			

**Medical Deductible/Copay:** Office Visit: \$50 Specialist Visit: \$100 Emergency Room: \$500

**<future date> Status:** XXXXXXXX

Type:	Plan:	Coverage Level:	CB Primary:
Medical	Basic Plan	Family	Yes
Rx	Basic Plan	Family	Yes
Dental	PPO	Emp/Spouse	No
Vision	Blue	Family	No
etc.			

**Medical Deductible/Copay:** Office Visit: \$50 Specialist Visit: \$100 Emergency Room: \$500

### 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.

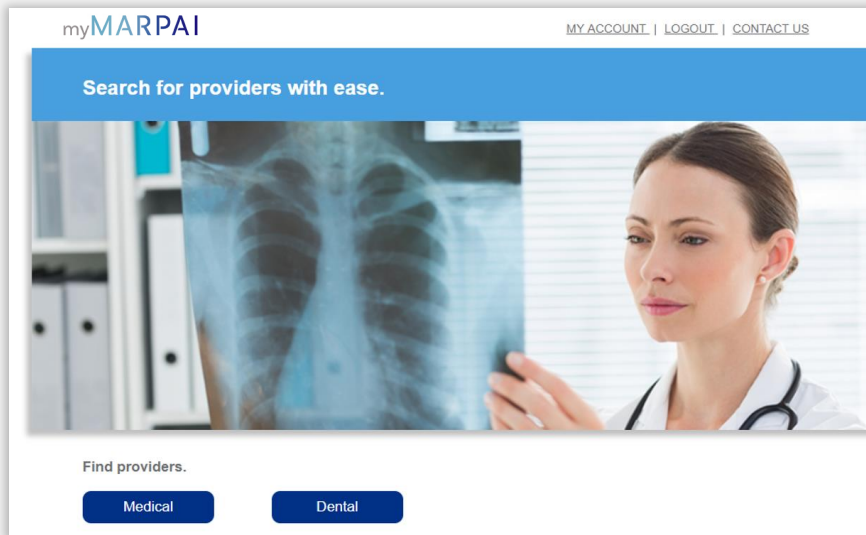
### Authorizations.

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



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Search for providers with ease.

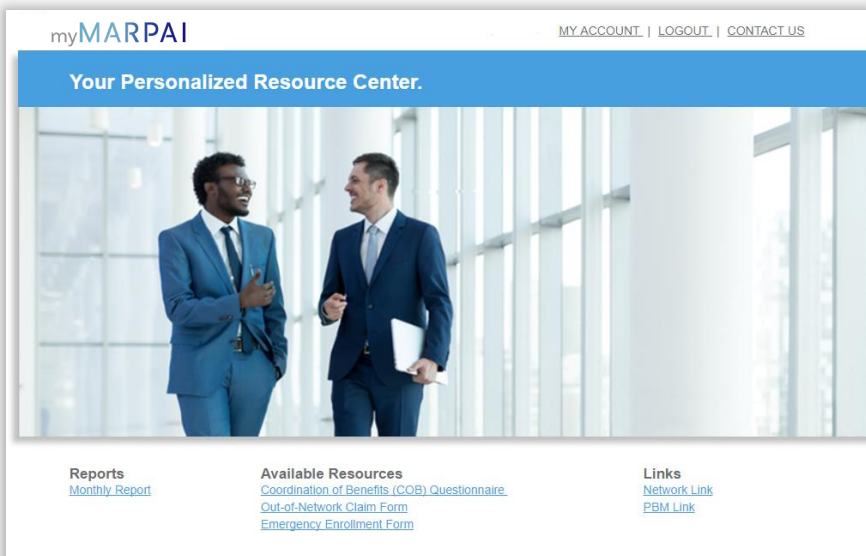
Find providers.

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.

**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 claims forms, HIPAA PHI release forms along with valuable links and other important resources.