



my**MARPAI**

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

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Access

Visit the Marpai Health website, www.marpaihealth.com, and click Log In/ Sign Up to conveniently access the myMarpai web portal.

DASHBOARD

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Welcome to simplicity.

Alerts & Updates.

- [Pharmacy Benefits Information](#)
- [Welcome to myMarpai](#)
- [COVID-19 At-Home Over-the-Counter Tests](#)
- [Enrollment](#)

Recent Claims:

[Show me more information](#)

Claim Number	Service Date	Member/DOB	Type	Provider	Status
222-0000224052-00	02/29/2022	Ja'Nae Henderson 07/28	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000224051-00	02/19/2022	Ja'Nae Henderson 07/28	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000224054-00	09/03/2022	Sally Lyon 05/05	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000224050-00	02/01/2022	Ja'Nae Henderson 07/28	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000224053-00	01/31/2022	Sally Lyon 05/05	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000222739-00	01/31/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000222738-00	01/29/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000224055-00	01/15/2022	Sally Lyon 05/05	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000222736-00	01/05/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing
222-0000222735-00	01/01/2022	Jamal Lyon 03/02	Medical	LA PORTE HOSPITAL	Processing

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.

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:

Member Search Results:

Last Name:	First Name:	Date of Birth:	Relationship:
Benes	Elaine	02/02/1972	Self
Costanza	George	02/14/1980	Self
Costanza	Susan	10/15/1979	Spouse
DOE	Jane	03/01/1970	Self
Henderson	Ja'Nae	07/28/2009	Child
Kramer	Carson	01/01/1997	Child
Kramer	Cosmo	12/25/1974	Self

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 DETAILS

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Member:

Jamal Lyon

3000 Bayport Drive

Member ID:

f5e8432e2

#745

Group ID:

DMCBE

Tampa, FL 33607

Member Name:

☐ Jamal
☐ Ja'Nae
☐ Sally

ID Number:

f5e8432e2
5f5e845b9
f5ee0a333

Coverage

[View/Print ID Card\(s\)](#)
[Order ID Cards](#)

Dashboard

Member Search

Benefits

Claims

Authorizations

Wallet

Current Status: Active

Effective Date: 01/01/2021

Type: Medical

Plan: ABC PPO

Coverage Level: Family

Marpai Primary: Yes

Medical Copy: [View](#)

Office Visit: \$30.00

Specialist Visit: \$30.00

Past Status: Active

Effective Date: 01/01/2020

Termination Date: 12/31/2020

Type: Medical

Plan: ABC HSA 2

Coverage Level: Family

Marpai Primary: Yes

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.

Wallet

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

CLAIMS SEARCH

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Member:

Jamal Lyon

myMarpai SMART App Coming Soon!

Member ID:

f5e8432e2

Group ID:

DMCBE

Dashboard

Member Search

Benefits

Claims

Authorizations

Wallet

Search all claims.

DATE OF SERVICE

MEMBER/DOB

STATUS

TYPE

PROVIDER

Submit

Claims Search Results:

Claim Number	Service Date	Member/DOB	Type	Provider	Status	Charge	Plan Paid
222-0000222739-00	01/31/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing	\$500.00	\$152.48
222-0000222738-00	01/29/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing	\$500.00	\$10.03
222-0000222736-00	01/05/2022	Jamal Lyon 03/02	Medical	RECONSTRUCTIVE ORTHOPEDICS PA	Processing	\$235.00	\$100.15
222-0000222735-00	01/01/2022	Jamal Lyon 03/02	Medical	LA FORTE HOSPITAL	Processing	\$250.00	\$0.00
222-0000222695-00	01/20/2020	Jamal Lyon 03/02	Medical	TEAM PHYSICAL THERAPY INC	Processing	\$344.00	\$101.50
222-0000222694-00	01/05/2020	Jamal Lyon 03/02	Medical	MEMORIAL HOSP MIRAMAR	Processing	\$17,655.00	\$12,335.05
222-0000222693-00	01/02/2020	Jamal Lyon 03/02	Medical	JOHN MUIR MED CTR CONCORD	Processing	\$142.00	\$0.00
222-0000222692-00	04/12/2018	Jamal Lyon 03/02	Prescription	WellDyneRx FL	Processing	\$5.71	\$0.00
218-0000325269-00	04/02/2018	Jamal Lyon 03/02	Medical	Jackson Oncology Associates PLLC	Completed	\$300.00	\$175.00
218-0000325133-00		Jamal Lyon 03/02	Medical	St. Josephs Womens Hospital	Completed	\$3,256.00	\$0.00

Check Status

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

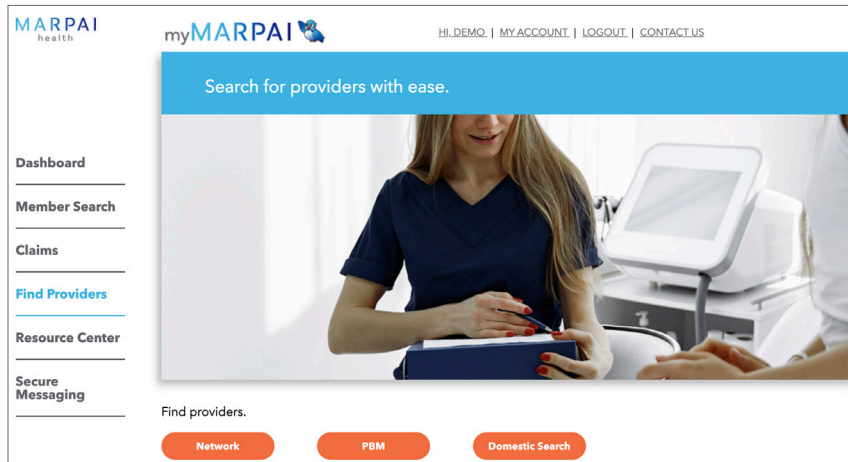
View Results

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.

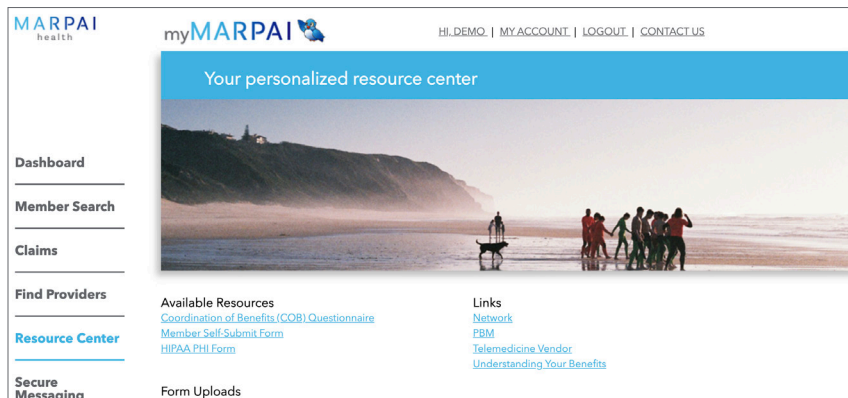
FIND PROVIDERS



Search for Providers

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

RESOURCE CENTER



Access Information

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