



# myMARPAI

## **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

## myMARPAI

## DASHBOARD

**myMARPAI** | DEMO | MY ACCOUNT | LOGOUT | CONTACT US

Member: Jamal Lyon  
Member ID: f5e8432e2  
Group ID: DMCBE

myMARPAI SMART App available January 2022!

**Alerts & Updates.**  
Pharmacy Benefits Information (Resources & Updates)

Member Name: ☐ Jamal ☐ Ja'Nae ☐ Sally  
ID Number: f5e8432e2 f5e843b39 f5e843333

View/Print ID Cards | Order ID Cards

**Current Status: Active** Effective Date: 01/01/2021

Type: Medical Plan: ABC PPO Coverage Level: Family Marpa Primary: ☐  
Prescription ABC PPO Rx

Medical Copay: ☐ Office Visit: \$30.00 Specialist Visit: \$30.00

**Wallet:** ☐ Medical ☐ Out of Network

**In Network Deductible:** Max \$1,000.00 Unit: \$1,000.00 Remaining: \$442.00

**Out of Pocket:** Max \$4,300.00 Unit: \$1,000.00 Remaining: \$3,300.00

**Out of Network Deductible:** Max \$4,300.00 Unit: \$1,000.00 Remaining: \$1,947.00

**Out of Pocket:** Max \$1,000.00 Unit: \$1,000.00 Remaining: \$3,963.00

**Recent Claims:**

| Claim Number | Service Date | Patient    | Type    | Provider                 | Status  |
|--------------|--------------|------------|---------|--------------------------|---------|
| 0000000001   | 01/01/2021   | Jamal Lyon | Medical | TECH MEDICAL THERAPY INC | Pending |
| 0000000002   | 01/01/2021   | Jamal Lyon | Medical | TECH MEDICAL THERAPY INC | Pending |
| 0000000003   | 01/01/2021   | Jamal Lyon | Medical | TECH MEDICAL THERAPY INC | Pending |
| 0000000004   | 01/01/2021   | Jamal Lyon | Medical | TECH MEDICAL THERAPY INC | Pending |
| 0000000005   | 01/01/2021   | Jamal Lyon | Medical | TECH MEDICAL THERAPY INC | Pending |

**Access.**

Visit the myMarpai web portal at [www.myMarpai.com](http://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, wallet, 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.

**Wallet.**

View deductibles and out of pocket contributions 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

**myMARPAI** | DEMO | MY ACCOUNT | LOGOUT | CONTACT US

Member: Jamal Lyon  
Member ID: f5e8432e2  
Group ID: DMCBE

Member Name: ☐ Jamal ☐ Ja'Nae ☐ Sally  
ID Number: f5e8432e2 f5e843b39 f5e843333  
Coverage

View/Print ID Cards | Order ID Cards

**Current Status: Active** Effective Date: 01/01/2021

Type: Medical Plan: ABC PPO Coverage Level: Family Marpa Primary: ☐  
Prescription ABC PPO Rx

Medical Copay: ☐ 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 Marpa Primary: ☐  
Prescription ABC HSA 2 Rx

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**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.

## WALLET

**myMARPAI** HEALTH | HELMID | MY ACCOUNT | LOGOUT | CONTACT US

Member: Jamal Lyon  
Member ID: B645262  
Group ID: DMCBE

**Show wallet.**

MEMBERS: [Jamal Lyon] | TYPE: [MEDICAL] | PLAN YEAR: [2022] | **Submit**

**In Network**

**Deductible**  
Max: \$2,000.00  
Used: \$1,158.00  
Remaining: \$842.00

**Out of Network**

**Deductible**  
Max: \$4,000.00  
Used: \$2,033.00  
Remaining: \$1,967.00

**Out of Pocket**  
Max: \$6,700.00  
Used: \$3,508.00  
Remaining: \$3,192.00

**Out of Pocket**  
Max: \$11,000.00  
Used: \$1,007.00  
Remaining: \$9,993.00

**Number of Visit Limitations**

| Service                             | Max | Used | Remaining |
|-------------------------------------|-----|------|-----------|
| Chiropractic Services               | 20  | 0    | 20        |
| Cardiac Rehab Limit                 | 36  | 0    | 36        |
| OT/PT, Speech Therapy limit         | 30  | 0    | 30        |
| Post Cochlear Implant Aural Therapy | 30  | 0    | 30        |
| Infertility Maximum                 | 0   | 0    | 0         |
| Respiratory Therapy                 | 20  | 0    | 20        |
| Cognitive Rehab Therapy             | 20  | 0    | 20        |
| Acupuncture                         | 12  | 0    | 12        |

**Display Wallet.**

Easily display in network and out of network deductibles 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

**myMARPAI** HEALTH | HELMID | MY ACCOUNT | LOGOUT | CONTACT US

Member: Jamal Lyon  
Member ID: B645262  
Group ID: DMCBE

**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  |
|---------------|--------------|-----------------------|---------|-------------------------|---------|
| 10-0000000000 | 01/01/2021   | Jamal Lyon 10/10/1980 | Medical | HEALTHCARE SERVICES INC | Pending |
| 10-0000000000 | 01/01/2021   | Jamal Lyon 10/10/1980 | Medical | HEALTHCARE SERVICES INC | Pending |
| 10-0000000000 | 01/01/2021   | Jamal Lyon 10/10/1980 | Medical | HEALTHCARE SERVICES INC | Pending |
| 10-0000000000 | 01/01/2021   | Jamal Lyon 10/10/1980 | Medical | HEALTHCARE SERVICES INC | Pending |
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| 10-0000000000 | 01/01/2021   | Jamal Lyon 10/10/1980 | Medical | HEALTHCARE SERVICES INC | Pending |

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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

myMARPAI HEALTH | HL.DEMO | MY ACCOUNT | LOGOUT | CONTACT US

Member: Jamal Lynn  
Member ID: 5e8432e2  
Group ID: DMCRB

Search Authorizations.  
Patient Name: Jamal  
ID Number: 5e8432e2

Authorization Results for Selected Patient:

| Authorization # | Procedure                    | Valid From - Thru       | Patient  | Status   |
|-----------------|------------------------------|-------------------------|----------|----------|
| M10000000103    | 02/01/2018 - 05/01/2018      | Jamal                   | Approved |          |
| M10000000103    | LAPAROSCOPIC CHOLECYSTECTOMY | 05/01/2018 - 05/01/2018 | Jamal    | Approved |
| M10000000102    | MUSCULOSKELETAL INJECTIONS   | 01/01/2018 - 01/01/2018 | Jamal    | Denied   |
| M10000000101    | 01/01/2018 - 12/31/2019      | Jamal                   | Approved |          |
| M10000000101    | MR JOINT UPB EXTREM W/O DYE  | 01/01/2018 - 12/31/2019 | Jamal    | Approved |

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### 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

myMARPAI HEALTH | HL.DEMO | MY ACCOUNT | LOGOUT | CONTACT US

Search for providers with ease.

Find providers.  
Optional wording

Network PBM Directly Search

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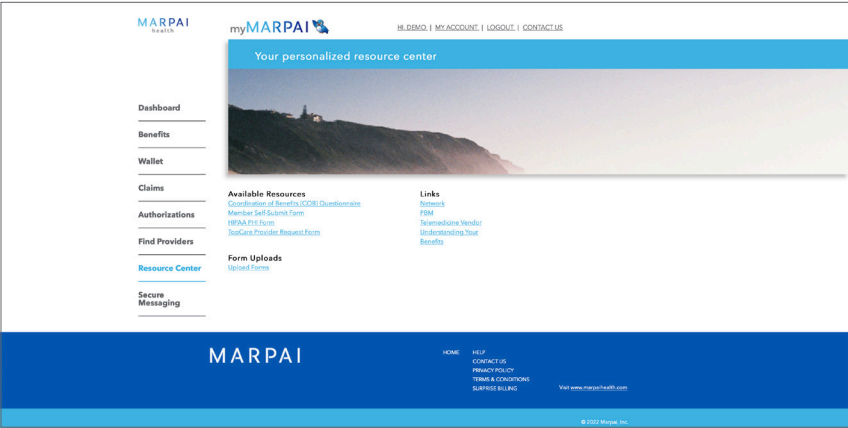
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### Search for Providers.

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

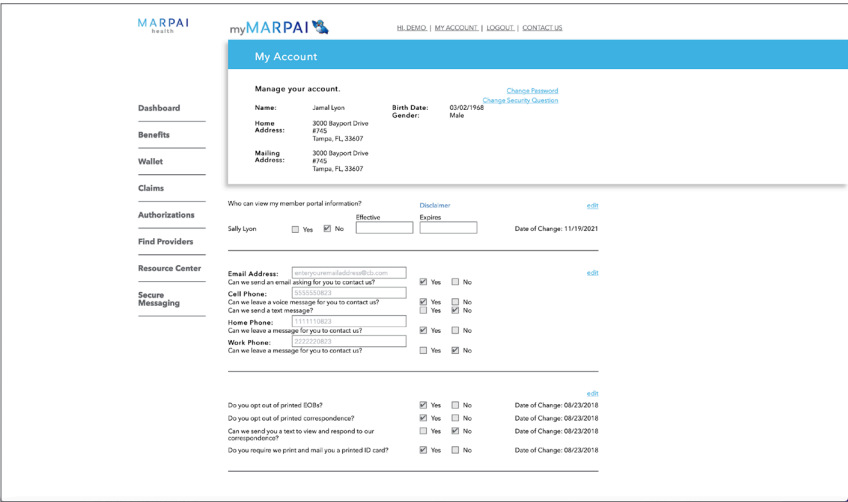


RESOURCE CENTER



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

MY ACCOUNT



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