



## **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 (Major Medical Prescription Drug), Coverage Level (Employee and Children), and CB Primary (No). It also displays Accumulators (Major Medical), In Network and Out of Network Deductible and Out of Pocket information, and a table of Recent Claims.

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](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, 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 Member Information, Summary of Benefits, Plan Documents, and Other Documents. It also displays Current Status (Active), Past Status (Active), and Future Status (Active) with details on Type, Plan, Coverage Level, and CB Primary.

### 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)  TYPE  YEAR

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**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

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**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  MEMBER/DOB  STATUS

TYPE  PROVIDER

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**Claims Search Results:**

Claim Number	Service Date	Member/DOB	Type	Provider	Status
<a href="#">XXXXXXXXXX</a>	XXXXXX/XXXX	Jamie XXXXX	Medical	Dr. Smith	Completed
<a href="#">XXXXXXXXXX</a>	XXXXXX/XXXX	Stacy XXXXX	Prescription	Dr. Smith	Completed
<a href="#">XXXXXXXXXX</a>	XXXXXX/XXXX	Billy XXXXX	Dental	Dr. Smith	Completed
<a href="#">XXXXXXXXXX</a>	XXXXXX/XXXX	Greta XXXXX	Medical	Dr. Smith	Completed
<a href="#">XXXXXXXXXX</a>	XXXXXX/XXXX	Jamie XXXXX	Prescription	Dr. Smith	Completed

[Export to excel](#)

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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

### 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.