



# Member Education Videos

When it comes to your health care benefits, we know it can sometimes be easy to get caught up in all the terminology. But don't worry, we're here to help you sort it all out! We work hard every day to provide the guidance and support that helps you understand and use your health care benefits.

Because when you know how to use your benefits, they're readily available to help you maintain good health for you and your dependents! That's why we put together a list of all of our available member videos for you to access right on our Meritain Health® YouTube channel. Learn about common health care terms, open enrollment, our mobile app and so much more!



Video name	Content description	Link
All About Out-of-Network (OON) Providers	What an OON provider is and what to expect if you visit one.	<a href="https://www.youtube.com/watch?v=Kv8aZTwevvs&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=1">https://www.youtube.com/watch?v=Kv8aZTwevvs&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=1</a>
Preparing for Surgery Video	Understanding bills a member may receive with an upcoming surgery.	<a href="https://www.youtube.com/watch?v=ghhfqynMnIE&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn">https://www.youtube.com/watch?v=ghhfqynMnIE&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn</a>
All About Common Health Care Terms	Understanding terms a member may come across in their health care benefits.	<a href="https://www.youtube.com/watch?v=jg_ju75lRLI&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=1">https://www.youtube.com/watch?v=jg_ju75lRLI&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=1</a>

Video name	Content description	Link
All About Understanding the Advantages of In-Network Providers	Why it's good to stay in your provider network.	<a href="https://www.youtube.com/watch?v=_eSuRwf2xpM&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=4Member">https://www.youtube.com/watch?v=_eSuRwf2xpM&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=4Member</a>
All About Questions to Ask Before Your Surgery	Questions to ask to understand your surgery and how it might be covered.	<a href="https://www.youtube.com/watch?v=J8lB4Jcw0sA&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=2">https://www.youtube.com/watch?v=J8lB4Jcw0sA&amp;list=PLozfleYD-kgxJFinigJFn-i2mdtupBHxn&amp;index=2</a>
All About Preventive, Routine and Diagnostic Care	Overview of different types of care and when a member might receive a bill.	<a href="https://www.youtube.com/watch?v=0wlbmRjyUM4">https://www.youtube.com/watch?v=0wlbmRjyUM4</a>
Meritain Health Mobile App	Intro to the app, what it offers and how to download.	<a href="https://www.youtube.com/watch?v=d5Qwnz_AQ2c">https://www.youtube.com/watch?v=d5Qwnz_AQ2c</a>
All About Precertification	Overview of what precertification is, how it works and what to expect.	<a href="https://www.youtube.com/watch?v=74C8TvYN7BE">https://www.youtube.com/watch?v=74C8TvYN7BE</a>
All About Your EOB	How to read an EOB and what information it contains.	<a href="https://www.youtube.com/watch?v=tUcS6pcnH-o">https://www.youtube.com/watch?v=tUcS6pcnH-o</a>
All About Waited Claims	What is a waited claim and next steps for a member.	<a href="https://www.youtube.com/watch?v=uS9R72nb770">https://www.youtube.com/watch?v=uS9R72nb770</a>
Why Meritain Health?	An overview of who we are and what we do.	<a href="https://www.youtube.com/watch?v=EbRqcy3QSY">https://www.youtube.com/watch?v=EbRqcy3QSY</a>
Member Experience Advocacy	A member story about Patrick, who received the cancer treatment he needed through Meritain Health Member Experience Advocacy support.	<a href="https://www.youtube.com/watch?v=ptdl8etOlfs">https://www.youtube.com/watch?v=ptdl8etOlfs</a>
High-Cost Drug Management: Crohn's Disease	A member story about Mark, Mark was able to avoid emergency care for his Crohn's Disease through Meritain Health High-Cost Drug Management.	<a href="https://www.youtube.com/watch?v=3lkDQD1T7pY">https://www.youtube.com/watch?v=3lkDQD1T7pY</a>

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Member Website Demos	Information to help members navigate the member website.	<p>Registering and logging in:  <a href="https://www.youtube.com/watch?v=D7r7N9o5Ytw">https://www.youtube.com/watch?v=D7r7N9o5Ytw</a></p> <p>Your member website dashboard:  <a href="https://www.youtube.com/watch?v=4d-ypH1pBvc&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=2">https://www.youtube.com/watch?v=4d-ypH1pBvc&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=2</a></p> <p>How to view your out-of-pocket expenses:  <a href="https://www.youtube.com/watch?v=oBPUA1EA0V8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=3">https://www.youtube.com/watch?v=oBPUA1EA0V8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=3</a></p> <p>Review of plan information:  <a href="https://www.youtube.com/watch?v=5kl-uo7l8Ps&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=4">https://www.youtube.com/watch?v=5kl-uo7l8Ps&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=4</a></p> <p>How to view your claims:  <a href="https://www.youtube.com/watch?v=4JDa1WkEJiw&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=5">https://www.youtube.com/watch?v=4JDa1WkEJiw&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=5</a></p> <p>How to view an EOB:  <a href="https://www.youtube.com/watch?v=jSiuwK1lSc8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=6">https://www.youtube.com/watch?v=jSiuwK1lSc8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=6</a></p> <p>How to view and print ID cards:  <a href="https://www.youtube.com/watch?v=g9kFBKwmK_Y&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=7">https://www.youtube.com/watch?v=g9kFBKwmK_Y&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=7</a></p> <p>How to request a letter of coverage:  <a href="https://www.youtube.com/watch?v=TQvOYwgXHs8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=8">https://www.youtube.com/watch?v=TQvOYwgXHs8&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=8</a></p> <p>Updating other insurance information:  <a href="https://www.youtube.com/watch?v=3cHet0Co_CI&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=9">https://www.youtube.com/watch?v=3cHet0Co_CI&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=9</a></p> <p>Updating your email and postal mail addresses:  <a href="https://www.youtube.com/watch?v=q6mRTdnidPU&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=10">https://www.youtube.com/watch?v=q6mRTdnidPU&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=10</a></p> <p>Finding a provider in your network:  <a href="https://www.youtube.com/watch?v=kgugaW8_S58&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=11">https://www.youtube.com/watch?v=kgugaW8_S58&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=11</a></p> <p>Managing your claims and HIPAA settings:  <a href="https://www.youtube.com/watch?v=mjfdsOcUIHo&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=12">https://www.youtube.com/watch?v=mjfdsOcUIHo&amp;list=PLozfleYD-kgw4QPP6gly6GuMpENWjYUkX&amp;index=12</a></p>

### Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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