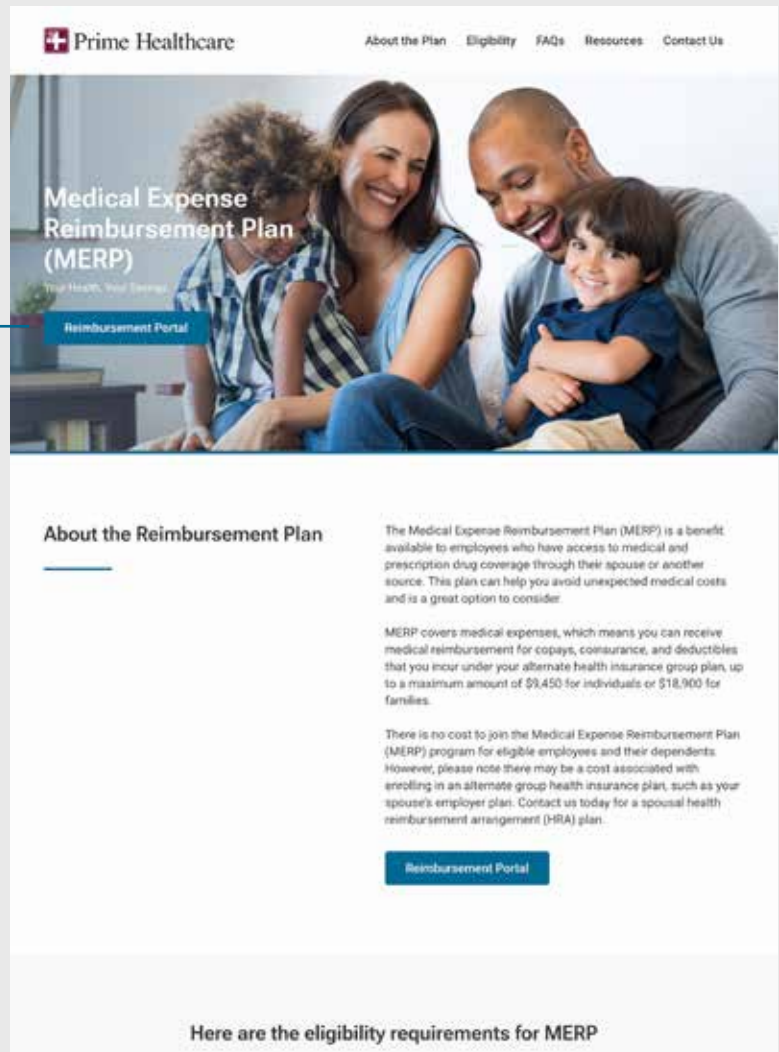**Prime Healthcare**

LOGGING INTO YOUR **REIMBURSEMENT PORTAL** QUICK GUIDE

This quick guide is to help members enrolled in the Medical Expense Reimbursement Plan (MERP) access their Reimbursement Portal.

1. Navigate to the **Prime Healthcare MERP Website** Medical Expense Reimbursement Plan (Merp) https://prime.pinnacletpa.com

2. Click the **Reimbursement Portal** button

3. In the Existing User login box, **enter your Username**, click Next, then enter **your password**, and click Login

4. **Your Username** is your email address.

   a. If this is your first time logging in, use Temporary Password: First Name initial + Last Name + DOB (ddmmyyyy). Initial and last name needs to be in all CAPITAL LETTERS. Example:
   John Doe October 24, 1972, would be JDOE24101972

      i. **Please Note:**
         If you are unable to login, you will need to reset your password using the Forgot Password? link or calling the Pinnacle service center at (866) 642-2932.

5. After you have logged in, you will be prompted to set your security questions and reset your password.

6. When your security questions are completed, password has been reset, you will be routed to the **Reimbursement Portal Homepage**