



Welcome to the Prime Medical Expense Reimbursement Program

Important information about what to expect after enrollment



NEXT STEPS

- Debit cards are shipped within 7-10 business days as you are determined eligible
- You will be required to activate your card - follow the instructions on the page your card came with
- Logging into the portal for the first time:
 1. Go to prime.pinnacletpa.com/MERP
 2. Enter your **login ID** and **password** (both provided by Pinnacle).
 - a. Refer to the Welcome Letter email for your username and password.
 - b. Click **Login**.

IMPORTANT NOTES

- Families will receive (2) debit cards
- The employee's name will be listed on all cards
- A replacement card is a fee of \$10

CLAIMS

You have various options available for accessing your benefits and filing a claim: using a debit card at the time of service, filing a claim through our online portal or the Mobile App, or the conventional paper method. At Pinnacle, we prioritize offering you choices that align with your preferences.

Reminder: Keep all your receipts!



Debit Card: Use your debit card at the time of service to pay your co-pay, deductible or pick up your prescription. Visit the online portal at prime.pinnacletpa.com/MERP to upload receipts and check your balance.



Electronic Claims (Online Portal & Mobile App):

Online Portal: File a claim by visiting prime.pinnacletpa.com/MERP

To learn more about the online portal and how to file a claim, there is a QuickStart guide available in the resources section at prime.pinnacletpa.com.

Mobile App: Download and login to PCMI Wallet to file a claim, upload receipts and check your balance.



Paper Claims:

If you choose to go the paper route, follow these steps:

1. Complete the MERP claim form.
2. Sign the claim form.
3. Send the claim form to MERP@pinnacletpa.com, fax it to **(949) 253-5420** or mail it to the following address:

Pinnacle Claims Management, Inc.
P.O. Box 2220
Newport Beach, CA 92658

If you have any further questions or need more information about the MERP, please contact the plan administrator, Pinnacle Claims Management, Inc., at (866) 642-2932.

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CLAIMS MANAGEMENT, INC.