

Frequently Asked Questions

How do I register?

Each family member enrolled in the Meritain health plan must be registered separately. There are two ways a patient can complete registration with CareHere. Patients can call 877.423.1330 or follow the steps below at www.CareHere.com to register.

1. Click **Member Login**
2. Click **I need to register for the first time with my Access Code**
3. Enter your **Access Code: Given During Welcome Presentation**
4. Click **Go**
5. Provide responses to the next 4 web pages: Click **Update** then **Next** after entering responses on each page.

How do I schedule an appointment?

If you are already registered, you can schedule an appointment by calling 877.423.1330 or by following steps below at www.CareHere.com with your computer, smartphone, or tablet.

1. Click **Member Login**
2. Enter your **Username** and **Password** and click **Go**
3. Click **Appointments-SS**
4. Enter **When** you would like to make your appointment
5. Select **What** type of appointment you require
6. Select **Where** you would like to be seen
7. Select **Who** you would like to see
8. Select **Get Appointment**
9. Select an available appointment and then click **Make Appointment**
10. Enter any symptoms
11. Click **Confirm Your Appointment**

How does Care4Us benefit my employer, its employees, and their families?

Given the ever-increasing costs of healthcare, the Care4Us locations save you and your employer money.

Healthcare in the United States tends to be reactive instead of proactive. People get sick, and they go to the doctor. The Care4Us locations provide high-quality care when patients are sick, but also strive to provide patients with proactive, preventive services. CareHere providers and staff will work with you to understand your history, your lifestyle, and to provide health and wellness services designed to lower your risks and improve your health.

When you and your family are healthier and when you utilize the the Care4Us facilities you create fewer expenses for your employer. Also, when an insured population is healthier, it creates an environment for the possibility of lowered costs on insurance premiums. Both of which equal cost savings for your family and your employer.

Will my employer have access to my medical records?

Use of the Care4Us facilities are completely voluntary and private. Your medical information will not be shared with your employer.

Do I have to be on a computer to schedule an appointment with CareHere?

You can schedule your appointment **online**, **on the phone**, or on your **smartphone or tablet** with our mobile site at CareHere.com



What is CareHere Connect?



The CareHere Connect Portal is an online wellness program that allows members to set personal health goals and break them down into actionable tasks. You can also connect with your health coach, download educational materials, and view webinars.

You can access CareHere Connect on www.CareHere.com once you register and log into your account. The CareHere Connect button is located in the green navigation bar on your Welcome Page. Once you register for CareHere Connect on your computer, you can access CareHere Connect by downloading the CareHere Connect App from the App Store or the Google Play store. The CareHere Connect App is there when you need it. Throughout the day and on-the-go, you can track your health, follow your plans, do your assigned tasks, and earn Healthies.



Download the CareHere Connect App today.



Who is eligible to receive care in the Care4Us facilities?

Employees, spouses, and dependents 2 years of age and older who are members of the Meritain health plan are eligible to receive care. The Care4Us facilities do not accept patients from the general population.

May I have a copy of my electronic medical record faxed to another doctor?

Yes. We will be more than happy to fax your electronic medical record to another doctor on your behalf. To process your request, we will need the following information:

- Your name, date of birth, and the last four digits of your SSN.
- The name and fax number of the doctor or practice to which you would like your electronic medical record to be sent.

Connect with us, and learn more about CareHere!
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