

# Introducing www.myMCAI.com

myMCAI.com is a customer tool for accessing health and claims information online, anytime. Internet technology is significantly changing healthcare availability of claims information and history. myMCAI.com can now offer clients time-saving capabilities to get information quickly and easily. myMCAI.com saves employees time by allowing information to be accessed during a single session. myMCAI.com also provides clients with a variety of self-service options, giving them information on personal medical and dental claims, plan documents, benefits and multiple reports.

For additional assistance please call customer service at **(800) 466-4198**.

## FOR EMPLOYERS:

With myMCAI.com employers can:

- Free up time spent addressing routine benefit questions.
- Update employee eligibility and new hire information, efficiently and with ease with online enrollment.
- Access daily, weekly or monthly reports regarding claims expenditures.
- Take advantage of improved customer service with our secure, self-service web portal, providing real-time access to online enrollment, account balances, claims status, claim history, plan documents and extensive reporting.



## SUBSCRIBERS ACCESS...

their own account and the account of any dependents under the age of 18. In accordance with HIPAA regulations subscribers spouse and/or dependent children 18 years of age must register separately.

## SECURITY AND PRIVACY...

are of the utmost importance to our clients. All information sent to myMCAI.com is encrypted and protected against disclosure to any third parties.

## FOR EMPLOYEES:

Immediate access to the following information:

- Claims payment status and history.
- Eligibility and benefit information.
- Plan Documents and reports.

## IMMEDIATE AND CONVENIENT ACCESS...

- Log onto myMCAI.com
- Enter Personal Log In:
  - Last name in capital letters and the last four digits of your Social Security Number.
- Enter Personal Password:
  - The first Log In password is your Social Security Number.
  - You will be prompted at Log In to change this to a personal password.
- Begin using myMCAI.com Online!



With myMCAI.com  
Registration is Easy!



MCAI Home Office  
100 West Big Beaver Rd  
Suite 200  
Troy, MI 48084

Phone: (800) 466-4198  
Claims - Press 1  
Customer Service - Press 2  
Fax: (616) 891-0086

MCAI West MI Office  
6307 - 84<sup>th</sup> Street, S.E.  
P.O. Box 17  
Caledonia, MI 49316

Claims Submission  
6307 - 84<sup>th</sup> Street, S.E.  
P.O. Box 50  
Caledonia, MI 49316

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