

Meridio

Employee Frequently Asked Questions

Benefits can be confusing, here are some answers to help you along the way.



When do my benefits take effect?

Depending when you enroll benefits take effect the following month.



When will I get my ID cards?

You will receive your ID card in the mail about 7-10 days after your effective date. Please use this card when visiting the doctor.



When can I make changes to my benefits?

You can make changes at any time, although changes occur most often when there is a major life event, such as a marriage, divorce, birth of a child, or change of employment.



Can I add my significant other?

Yes, you can add your significant other, fiance, or domestic partner.



Do these plans cover pre-existing conditions?

You are able to take advantage of Meridio health plans regardless of your age or previous health conditions.



Will my physician be in network?

Meridio benefits utilize the Multiplan network, one of the nations most trusted network of providers. You can always visit [multiplan.com](https://www.multiplan.com) to search for your existing providers.

Will my medication be covered?

You can visit the following to see covered prescriptions sbmabenefits.com/smithrxformulary

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How do I make a Telemedicine appointment?

Simply call the number on the back of your card to set up a portal and access Telemedicine benefits. Then log in, request a consult, and receive care. Talk to a doctor anytime day or night...for free!



How do I make a Behavioral Health appointment?

Simply call the number on the back of your card to set up a portal and access Behavioral Health benefits. Then log in, schedule an appointment, and chat. Getting help just got easier!



Will my dentist be in network?

Delta Dental PPO is accepted nation wide and you can look up your provider by visiting: <https://www.deltadental.com/us/en/member/find-a-dentist.html>



Will my eye doctor be in network?

VSP Vision Care is accepted nation wide and you can look up your provider by visiting: <https://www.vsp.com/eye-doctor>



Where can I review the plan options?

You can review plan details [here](#). If you still have questions [email us](#) at your convenience.