

Member FAQs

Q: Maestro Health has been acquired by Marpai, Inc. (pronounced, Mar-pay). What does that mean for me?

A: It means there are **NO CHANGES** to your benefit accounts program. Your benefit account card along with the customer service line and online portal will all remain the same. It means that your benefit accounts program will be managed under a new name.

Q: Does this affect my HCFSA or DCFSA benefits?

A: No

Q: Does this change the way I provide additional information when asked, such as receipts?

A: No. You may use your benefit accounts program like you do today. There is no disruption in service.

Q: Does this affect how claims are processed?

A: No.

Q: Can I still use my current benefit accounts card with the Maestro Health name on it?

A: Yes. We will let you know well in advance when a new benefit accounts card is to be issued.

Q: Can I call the same customer service number and use the same member portal?

A: Yes. It is business as usual.

Q: What can I expect to change?

A: Our name. Immediately, you will see two logos in most places. This represents the coming together of Maestro Health and Marpai. After a period of integration which is going to take several months, everything you see will be branded Marpai. You are going to receive the same outstanding services and benefits you've come to expect from Maestro under the Marpai brand name.

Q: Will the Maestro Health website URL, member portal or my login change?

A: Not right away and not until the integration period is over. There is going to be a “go live” date announced for launching the integrated company and fully taking on the Marpai name. This will affect the website, portal, and other online destinations. You will be made aware well in advance of any changes, as we aim to make this transition as seamless as possible.

Q: Will I still receive information in the same way as I do today?

A: Yes, it is business as usual. You will still receive any information via mail, email or the participant portal and in the same format. These materials will have the combined Marpai/Maestro Health Logo.