

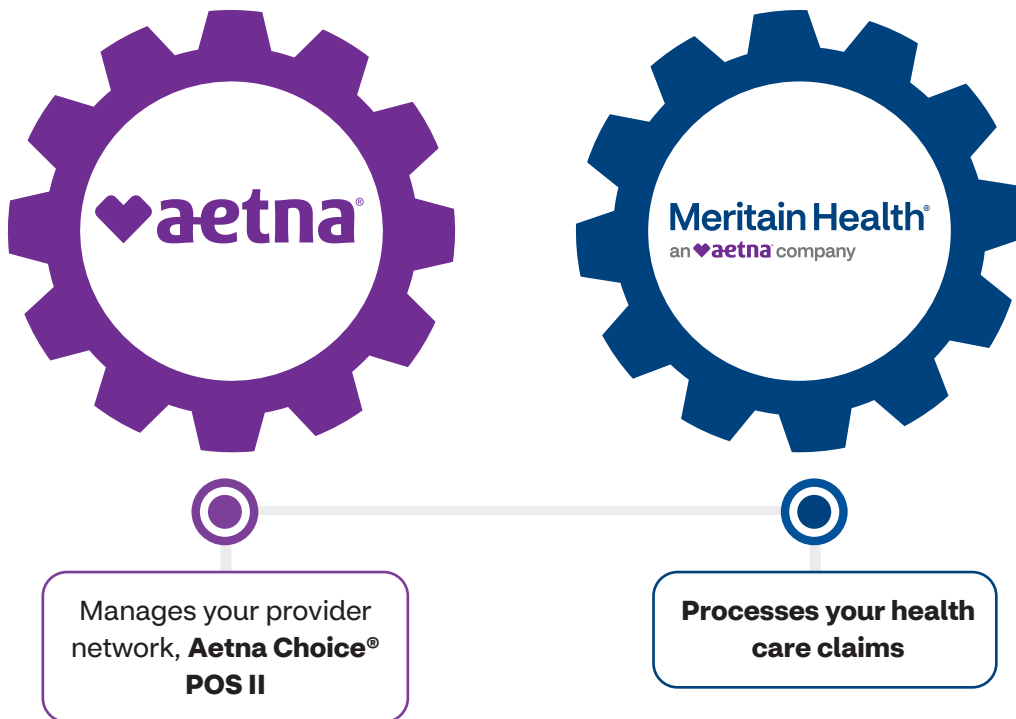


# Working Together for You

## Meritain Health®, an Aetna Company

Meritain Health is an independent subsidiary of Aetna. We're one of the nation's largest administrators of health benefits. As the administrator of your health care plan, all claims should be sent to Meritain Health for processing and payment. While Aetna is the network for your health care plan, claims need to be sent to the Meritain Health address in order to be processed and paid.

When asked, "Who is your health insurance carrier?" simply reply your coverage is through Meritain Health, with the Aetna Choice® Point of Service (POS) II network.



**Meritain Health®**  
an **aetna** company

## Your health care journey

### You receive your ID card in the mail

- Your ID card lets your doctor know your coverage details. It also gives important information for how to use your benefits. Your card includes the Aetna logo—Aetna manages your provider network, Aetna Choice Point of Service (POS) II. This is a group of doctors available to you when you need care.
- If you're wondering where to submit your claims, your card includes Meritain Health submission information—Meritain Health handles your claims processing.
- Show your new ID card to your doctor's office at your next visit, and let them know your coverage has changed.

### You have a question about your health or benefits

- The Meritain Health Customer Service department is available for all your benefit-related questions! You can contact us at the number on your ID card for assistance with questions such as:
  - When and how do I precertify an upcoming procedure?
  - I got married—how will my coverage change?
  - I had a baby—what do I need to do?
  - I lost my ID card—how can I get a replacement?
  - What is my annual deductible?
  - What services are covered under my benefits plan?
  - How do I log in to my benefits website?

### You need to schedule your annual physical

- To find out if your doctor is in your network, you can search right online at: <https://www.aetna.com/dsepublic/#/mymeritain>.
- If you need help finding a doctor in your network, no problem! We're here to help you find a doctor, hospital or health care provider. You can contact us by calling the number on your ID card.
- When your doctor's office asks who your health insurance is with, just let them know it's Meritain Health with the Aetna Choice POS II network. Then, show the office your ID card so they know to submit your claims to Meritain Health.

### You have an ongoing medical condition

- If you need support with a chronic condition, you can contact the Meritain Health Medical Management team. They will provide you with help to manage your health each step of the way, and guide you to the right care. You can reach them at: **1.800.242.1199**.



### You need to submit a claim for a health care service you received

- Your provider should handle claims submission. If you prefer, you can also mail the claim to Meritain Health at the following address:

**Meritain Health**  
**P.O. Box 853921**  
**Richardson, TX 75085-3921**

### Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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