



About your ID card

Your member ID card is easy to read, and easy to use

Your card contains important information, including:

- The phone number for Meritain Health® Customer Service and your member website: **meritain.com**.
- The phone number you or your health care provider will use to precertify benefits for certain services, such as inpatient hospital care.
- Claims information for health care providers and pharmacies. For verification of eligibility and benefit information.

You should always carry your ID card with you. Simply show it to your health care providers when you receive services, and to your pharmacy each time you have a prescription filled. Just ask the office staff to make a copy of the front and back of your card for their records.

About your ID card

- Please ensure you precertify with medical management, if required.
- All claims should be submitted to Meritain Health at the address listed on the back of your card.
- You or your provider can call Meritain Health to verify eligibility of benefits or check on your claims status.
- You can call for information on a doctor or specialist who is close to you and serves your specific needs.

Simple. Transparent. Versatile.

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

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Sample ID card

Meritain Health an aetna company		Customer Service and Eligibility Inquiries 800.925.2272 www.MERITAIN.com	
Member Sample Group Group #: 11378 Member: MEMBER NAME Member ID: MEMBER ID NUMBER Division: 001		Medical Plan Coverage: Aetna Network Plan: Aetna Choice POS II Deductible and OOP Amounts (Single/Family): INN Ded \$XXXX/ \$XXXX OOP \$XXXX/ \$XXXX COB Ded \$XXXX/ \$XXXX OOP \$XXXX/ \$XXXX Office Visit \$XX Specialist \$XX UC \$XX ER \$XXX	
Dental/Vision Plan Dental Plan: Aetna Dental Administrators Coverage: Vision Plan: Coverage:		Pharmacy Plan RXBIN: 004336 RXPCN: ADV RXGRP: RX2738 Member: 866.475.7589 Pharmacy: 800.364.6331 RX Deductible \$XXX Indl \$XXX Family RX OOP Max \$XXXX Indl \$XXXX Family Generic \$XX Preferred \$XX Non-Preferred \$XXX	

Claims Submission Mail ALL Claims & Correspondence to: Meritain Health PO Box 853921 Richardson, TX 75085-3921 EDI: Change Healthcare 41124 or McKesson/Relay Health 1708 or 4561 NY Electing Aetna participating Doctors and Hospitals are independent providers and are neither agents nor employees of Aetna. Contact 800.343.3140 for assistance in locating an In-Network Provider.	Eligibility Call 800.925.2272 or visit www.MERITAIN.com for inquiries regarding eligibility, claims and plan benefits.
Precertification For Precertification call: 800.242.1199. Failure to comply with your plan's precertification requirements may result in a reduction of benefits. 24-Hour Automated Customer Service: 800.566.9311 or www.MERITAIN.com 	Printed: DOI INDEX #: 009

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 an aetna company