



Meritain Health[®] Customer Service

When you need more information

At Meritain Health, our jobs are simple: we're here to help take care of you. You can call Meritain Health Customer Service for answers to questions you might have about your benefits, eligibility, claims and more. Customer service representatives are available to help you Monday through Friday—just call **1.800.925.2272**.

When should I call customer service?

You can call Meritain Health Customer Service:

- For verification of eligibility and benefit information.
- For the status of submitted claims.
- To receive a copy of an Explanation of Benefits (EOB).
- To verify a claim mailing address.
- To request a new ID card.
- For other information you may need from a customer service representative.

We're here for you—24 hours a day, 7 days a week

Your member website is custom built to help you manage your benefits. When you register and log in at www.meritain.com you can:

- Review your health benefits.
- Find an in-network doctor or facility.
- Check on your claims.
- And more!



We are Meritain Health

As Advocates for Healthier Living, we provide easy-to-use health care benefits you can use to live well. We also take steps to help you save on the cost of your care. Contact us at **1.800.925.2272** if you have any questions about your plan.

Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Providers are independent contractors and are not agents of Meritain Health. Provider participation may change without notice. Meritain Health and Aetna do not provide care or guarantee access to health services.