



## 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<sup>®</sup> 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 that 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.

 <b>Customer Service and Eligibility Inquiries</b> 800.925.2272 www.MERITAIN.com	
<b>Member</b>  <b>ABC Company</b>  Group #: 12345 <b>Member: JOHN Q SAMPLE</b> <b>Member ID: 123456789123</b> Division: 003 <b>Dependent(s):</b> JANE W SAMPLE JOHN Q SAMPLE JR	<b>Medical Plan</b>  Coverage: <b>Network</b> by <b>aetna</b> <small>Plan: Aetna Choice POS II</small>
<b>Pharmacy Plan</b>  RXBIN: 004336 RXPCN: ADV RXGRP: RX2738 Member: 866.475.7589 Pharmacy: 800.364.6331	

<b>Claims Submission</b>  <b>Mail ALL Claims &amp; Correspondence to:</b> Meritain Health PO Box 853921 Richardson TX 75085-3921 <b>EDI: WebMD/Emdeon 41124 or</b> <b>McKesson/Relay Health 1761</b>  NY Electing  Aetna participating Doctors and Hospitals are independent providers and are neither agents nor employees of Aetna.  <b>Contact 800.343.3140 for assistance in locating an In-Network Provider.</b>	<b>Eligibility</b>  Call 800.925.2272 or visit <a href="http://www.MERITAIN.com">www.MERITAIN.com</a> for inquiries regarding eligibility, claims and plan benefits.  <b>Precertification</b>  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 <a href="http://www.MERITAIN.com">www.MERITAIN.com</a>
Printed:	 INDEX #: 009

Sample ID card



ADVOCATES FOR  
HEALTHIER LIVING

## 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 the number on your ID card if you have any questions about your plan.