

# IMPORTANT INFORMATION FOR HEALTHCARE PROVIDERS

Meritain Health, an independent subsidiary of Aetna, is one of the nation's largest administrators of health benefits.

Patients utilize a provider network through Aetna, while their claims are processed by Meritain Health. This means their claims need to be submitted electronically using the Meritain EDI information or mailed to the Meritain Health claims address listed on their ID Card, not to Aetna.

When you see a member's ID Card, it will show both the Meritain Health logo (identifying Meritain Health as their healthcare benefits administrator) and the Aetna logo (identifying Aetna Choice POS II as their network).

**Member**  
Group #: 16404  
Member: JOHN Q SAMPLE  
Member ID: 123456789123  
Division: 001  
Dependent:  
DEPENDENT 1  
DEPENDENT 2  
DEPENDENT 3

**PPO Plan - In/Out of Network**  
Coverage:  
**Network by aetna**  
Network: Aetna Choice POS II  
Claims Payer: Meritain Health; for submission, see reverse.  
Office Visit \$10 Specialist \$10  
Urgent Care \$20 Emergency Room \$100

**Pharmacy Plan**  
RXBIN: 004336  
RXPCN: ADV  
RXGRP: RX2334  
www.caremark.com  
Member 844.246.4511  
Pharmacy 800.364.6331  
Generic \$5 Preferred \$20 Non-Preferred \$35

**Member Support**  
Call Accolade at 844.287.3865, visit member.accolade.com or download Accolade Mobile to send a secure message with questions about eligibility, claims, and plan benefits. Nurses available by phone 24/7.

**Claims Submission/ Appeals**  
**Mail All Claims & Correspondence to:**  
Meritain Health  
PO Box 853921  
Richardson TX 75085-3921  
EDI: WebMD/Emdeon 41124 or McKesson/ Relay Health 1761  
**Mail All Appeal Correspondence to:**  
Meritain Health  
PO Box 27881  
Golden Valley, MN 55427  
**Excluded into the NY Pool**  
Aetna participating Doctors and Hospitals are independent providers and are neither agents nor employees of Aetna.  
**PROVIDERS:** call Meritain at 866.761.3018 for claims and appeals questions, or for general support.

This simply means that the member has access to the Aetna provider network and contracted rates, while their claims are administered through Meritain Health.

## Three ways to verify eligibility and benefits:

1. Via clearinghouse (ensure you are using the Meritain EDI, it is not the same as Aetna's EDI)
  - a. WebMD / Emdeon / Change Healthcare: EDI# 41124
  - b. McKesson / Relay Health: EDI #1761
2. Via Meritain.com
  - a. You will need your NPI and TIN to register the first time.
  - b. Your provider portal also offers the ability to access information regarding claims, benefits, eligibility and preapprovals. If you need help registering or logging in, contact Meritain customer service at 866.761.3018
3. Via Meritain's Provider Relations Team: 866-761-3018
  - a. Hours are 5 am – 6 pm PST.

## Claims Processing and Payment:

When you see patients who are Meritain Health members, please submit claims to Meritain Health for processing. You can **submit claims electronically using the Meritain EDI information** or mail directly to:

**Meritain Health**  
**PO Box 853921**  
**Richardson TX 75085-3921**