



Receiving Services Outside the U.S.

What if I need emergency care outside of the U.S.?

Your plan covers emergency room care outside of the country at the in-network level. If you have an urgent medical situation requiring emergency care while you're traveling, you'll have to pay out-of-pocket at the time of the service to be reimbursed later. Be sure to get a receipt in English for services rendered, including:

- Diagnosis.
- Procedure.
- Amount paid.

Then, simply file a manual claim with Meritain Health® for reimbursement. Keep in mind, expenses for health care services or supplies outside the U.S. sought for the express purpose of receiving medical treatment are not considered eligible.

Submitting a claim is easy

1. Just visit www.meritain.com to download and print a claim form.
2. Then, you'll need to complete the form, which should only take a couple of minutes. Be sure to fill out the entire form or it'll be sent back to you, and the processing of your claim will be delayed.

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3. Attach the original invoice you received from your provider. The invoice should include:
 - The patient's name.
 - The date of service.
 - The name, address and telephone number of the provider.
 - A description of the services provided.
 - The amount paid.
4. Mail the completed form and original invoice to the address on the back of your member ID card.

Where's my check?

Allow time for your claim to be processed and your reimbursement check to be mailed to you. In the meantime, you can check your claim status online at www.meritain.com.

Additional questions?

Just call Meritain Health Customer Service at the number located on your ID card.

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