



# 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](http://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.

### Simple. Transparent. Versatile.

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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](http://www.meritain.com).

## Additional questions?

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

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