



**Grand
Rounds
Health**

Care shaped around you.



Submitting Your Claims to Meritain Health®

Do you need to file a medical or dental claim for reimbursement?

You can choose to use any physician, health care provider or facility you want—but you'll receive care for the lowest cost when you choose providers in your provider network. When you see in-network providers, there are no claims to submit. Your provider takes care of all paperwork. You simply pay your applicable copay, and you're on your way.

But, what if I use an out-of-network doctor?

If you decide to use an out-of-network provider, you'll have to cover the provider's full, non-discounted fee up front and then file a claim for reimbursement.

Don't worry—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. You should be sure to fill in the entire form or it'll be sent back to you, and the processing of your claim will be delayed.

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.

3. You should 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. Lastly, just 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 claims activity by visiting [Grandrounds.com/cop](http://www.grandrounds.com/cop), downloading the Grand Rounds Health app, or calling your personal care team at **1.855.498.4661**.

Questions?



Just contact your Grand Rounds Health Personal Care Team at **1.855.498.4661**, visit www.grandrounds.com/cop or download the Grand Rounds Health mobile app.



An Aetna Company