



How Meritain Health[®] and Accolade Work Together To Support You

Working together for you

When asked, “Who is your health insurance carrier?” simply reply your coverage is through Meritain Health, with the Aetna Choice[®] Point of Service (POS) II network. Accolade is also available every step of the way to help you navigate the health care system. Together, we work behind the scenes to ensure your best overall member experience. Here is how we partner for you:



Your Health Care Journey

You receive your ID card in the mail

- Your ID card lets your doctor know your coverage details. It also gives important information for how to use your benefits. Your card includes the Aetna logo—Aetna manages your provider network, Aetna Choice POS II. This is a group of doctors available to you when you need care.
- If you're wondering where to submit your claims, your card includes Meritain Health submission information—Meritain Health handles your claims processing.
- Show your new ID card to your doctor's office at your next visit, and let them know your coverage has changed.

You have a question about your benefits

- Your Accolade Health Assistant® is available for all your benefit-related questions! You can contact your Accolade Health Assistant at **1.877.727.0913** for assistance with questions such as:
 - When and how do I precertify an upcoming procedure?
 - I got married—how will my coverage change?
 - I had a baby—what do I need to do?
 - I lost my ID card—how can I get a replacement?
 - What is my annual deductible?
 - What services are covered under my benefits plan?
 - I was just diagnosed with diabetes—now what?

You need to schedule your annual physical

- To find out if your doctor is in your network, you can search online via *Find Care* at: www.Accolade.com.
- If you need help finding a doctor in your network, no problem! Accolade is available to you for help finding a doctor, hospital or health care provider. You can contact your Accolade Health Assistant at: **1.877.727.0913**.
- When your doctor's office asks who your health insurance is with, just let them know it's Meritain Health with the Aetna Choice POS II network. Then, show the office your ID card so they know to submit your claims to Meritain Health.

You have an ongoing medical condition

- If you need support with a chronic condition, you can contact your Accolade Health Assistant. They will provide you with help to manage your health each step of the way and guide you to the right care. You can reach them at: **1.877.727.0913**.

You need to submit a claim for a health care service you received

- Your doctor should handle this for you, but if for any reason you need to submit a claim on your own, you will need to send it to Meritain Health at the following address: **Meritain Health, P.O. Box 853921, Richardson, TX 75085-3921**.

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. Accolade and its affiliates ("Accolade") are not an emergency service. Accolade is an independent resource to support you in understanding your benefits, accessing and using the healthcare system, receiving information from expert medical resources, and facilitating your access to medical care from various healthcare professionals, including telemedicine services. Accolade does not practice medicine or provide patient care and are independent from such healthcare professionals, including telemedicine services.