



# Meritain Health® Customer Service

## When you need more information

At Meritain Health, our jobs are simple—we're here to help take care of you. You can call Meritain Health Customer Service for answers to questions you might have about your benefits, eligibility, claims and more. You can reach a Customer Service representative Monday through Friday when you call the number on your ID card.

## When should I call customer service?

You can contact Meritain Health Customer Service:

- **For verification of eligibility and benefit information.**
- **For the status of submitted claims.**
- **To receive a copy of an Explanation of Benefits (EOB).**
- **To verify a claim mailing address.**
- **To request a new ID card.**
- **For other information you may need about your benefits.**

## We're here for you 24 hours a day, 7 days a week

Your member website is custom built to help you manage your benefits any time of day. When you register and log in at [www.meritain.com](http://www.meritain.com), you can:

- Review your health benefits.
- Find an in-network doctor or facility.
- Check on your claims.
- And more!

*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.*

## Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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