

Get the Healthcare You Need—When You Need It

The Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) are actively monitoring the outbreak of the 2019 novel coronavirus (COVID-19), which has infected thousands of people worldwide.

At Meritain Health[®], we are focused on the health and safety of our members. That's why Meritain Health takes steps to plan on your behalf. We're here to help.

Fill your prescriptions

If you need to replace your medication or request a refill, that's okay. Simply call the customer service number of your pharmacy plan to speak with a representative. The phone number of your pharmacy plan is listed on your member ID card.

What to do if you've lost your ID card

Taking care of yourself and your family's safety is your number one concern. And if you've left home without your health care ID card, that's OK. You can call **1.888.324.5789** to speak with a customer service representative with questions and for more information.

Get the medical care you need

If you need urgent or emergency care but are away from home, you can always visit an urgent care center or hospital no matter where you are*. And when you need non-urgent care, you can visit your online **meritain.com** account to search for a provider in your network. It's available to you around the clock—24 hours a day.

* Applicable plan terms apply.



Additionally, Aetna has opened its Resources for Living services, regardless of whether they are Aetna members or not. Individuals can call **1.833.327.2386** for assistance.

Find answers to your health care questions

If you have other questions, need help finding a provider, or just need help using your health care benefits away from home, we're here for you. Simply call Meritain Health Customer Service using the phone number on your member ID card. You can also call **1.888.324.5789** for assistance.