MERITAIN® HEALTH

An Aetna Company

Get the Health Care You Need—When You Need It

When severe weather hits, your first thought is getting yourself and your family to somewhere safe. So in times of a wildfire, hurricane, flood or other natural disaster, you're probably not thinking about how you'll get to your doctor's office. But this is still important. That's why Meritain Health® takes steps to plan on your behalf, and we're here to help—all the time, even during a natural disaster.

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 **1.800.925.2272** 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.

Additionally, Aetna has opened its Resources for Living services to those affected by Hurricane Ian, regardless of whether they are Aetna members or not. Individuals can call **1.833.327.2386** for assistance with finding available shelters, accessing government resources and seeking referrals or help coping with the emotional impact of Hurricane Ian.

* Applicable plan terms apply.

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 **1.800.925.2272** for assistance.

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.