



Understanding changes to our claim payment process

For members on specific Aetna International plans

Earlier this year we shared a communication about changes coming to how Aetna International delivers access to care for members outside of the Americas. We've made successful progress thanks to our network and provider partners like you. Now we're telling you from where you will be receiving claims decisions (reimbursements/rejections) for specific plans for claims submitted from 18 November 2023.

What you need to know

Aetna International is here to stay. It's just our plans originating in Europe, Middle East and Africa (EMEA) and Asia Pacific (APAC) that are ending on 30 November 2023. You can identify members these plans by the end date on their member ID card. How you receive claims decisions for only these members is changing on **18 November 2023**.

You should continue to submit claims to us via Healthcode as you always have until June 2024. Aetna will process and pay eligible claims submitted on or before 17 November 2023.

Please note: While the claims process is changing for the "Rest of World" ID cards, it will remain the same for the "Americas" and "Americas + Allianz Care" ID cards.

What the new process looks like

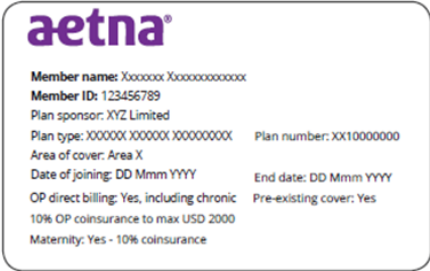

Aetna International has appointed MSH International (MSH), a leading global insurance administrator, to process and pay claims on its behalf for submissions as of 18 November 2023.

Starting 18 November 2023, MSH will process claims for members with plans originating in EMEA/APAC. Reimbursement will be made to you in line with the terms of the agreement between you and Aetna International.

For enquiries on claims submitted from 18 November you can contact MSH on internationalclaims@msh-intl.com

What this means for you

During this transition period, there's a chance you might see three different Aetna International ID cards. Here's what to know and to do based on the member's ID card:

 <p>aetna[®]</p> <p>Member name: Xxxxxxx.Xxxxxxxxxxxxxx Member ID: 123456789 Plan sponsor: XYZ Limited Plan type: XXXXXX.XXXXXX.XXXXXXXX Plan number: XX1000000 Area of cover: Area X Date of joining: DD Mmm YYYY End date: DD Mmm YYYY OP direct billing: Yes, including chronic Pre-existing cover: Yes 10% OP coinsurance to max USD 2000 Maternity: Yes - 10% coinsurance</p>	<p>Aetna International (Rest of World) ID card</p> <p>Changes: MSH will process claims from 18 November 2023</p> <p>Timing: Plans will end 30 November 2023</p> <p>Who has it: Members with existing plans</p> <p>What to do: Nothing at this point</p> <p>Questions: Call your Aetna International representative</p>
 <p>aetna[®] Aetna International</p> <p>GRP: 99999-010-001 ISSUER (80840) 9140860054 OPEN CHOICE PPO ID: W123456789 NAME 01 JONATHAN SMITH 02 JOCELYN SMITH 03 KEVIN SMITH 04 LINDA SMITH RX BIN# 610602 QIV \$ 10.00 SPC \$ 15.00</p>	<p>Aetna International (Americas) ID card</p> <p>Changes: Yes</p> <p>Timing: Plans will transition 1 April 2023 through 1 March 2024</p> <p>Who has it: Members with existing plans and renewal dates 1 April 2023 through 1 March 2024</p> <ul style="list-style-type: none"> • These members will be transitioning to the new service model at some point or may not have their new ID card yet • Member ID numbers start with “W” — always follow guidance on the ID card to verify eligibility <p>What to do:</p> <ul style="list-style-type: none"> • Continue to call us to request preauthorization; the process and timing are similar. • You’ll see our Letter of Authorization (LOA) form will have a new title and look. That’s because it’s now referred to as a Guarantee of Payment (GOP)



Questions: Call your Aetna International representative

Aetna International (Americas) + Allianz Care ID card

Changes: Yes

Timing: Plans starting 1 April 2023 will be issued new ID cards

Who has it: Members with new and renewing plans starting 1 April 2023 and forward

- These members will be transitioning to the new service model at some point or may not have their new ID card yet
- Member ID numbers start with “W” — always follow guidance on the ID card to verify eligibility

What to do:

- Call or email Allianz Care using the contact details below to **request a GOP** on behalf of our members. Allianz Care are now responsible for network administration including issuing GOP.

Email:

medical.services@allianzworldwidecare.com

Tel: +353 1 630 1301

- To submit claims, please send invoices to Allianz via Healthcode or email: clinic.claims@allianzworldwidecare.com
- Get added to the Allianz Partners network if you’re not already part of it. Visit AllianzCare.com/en/healthcare-providers/join

Questions: Call your usual Allianz Partners medical provider management representative

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