

How to Access Care in the US



To Access Medical Care through Aetna's network of providers:

To search for a Provider, go to aetna.com/docfind/custom/passport and search for an in-network provider for the greatest level of coverage and least out of pocket costs to you. For personalized results based on your plan, feel free to register. You may utilize any medical provider for your care.

Claim Submission - Instruct your provider to call 1-866-217-5631 to obtain benefit information. This number is also located on the back of your ID card. After calling, your provider will be instructed on how to submit a claim directly to MetLife's US Regional Service Center.

To Access Medical Care through out-of-network providers:

If you choose to visit a doctor outside of the Aetna network, then MetLife's US Regional Service Center will handle the claim processing. **Instruct your provider to call 1-866-217-5631 to obtain benefit information.** This number is also located on the back of your ID card. After calling, your provider will be instructed on how to submit a claim to MetLife's US Regional Service Center. The instructions are also located on the back of your ID card.

If the provider does not submit the claim on your behalf, you may need to pay for services out-of-pocket and submit a claim form along with receipts to: CoreSource, P.O. Box 25946, Overland Park, KS 66225-5946

Claims can also be submitted online via eBenefits (once registration has been completed), at MetLifeWorldwide.com.

To Access Dental or Vision Care:

Under your plan, you have the ability to seek care from any licensed dental and vision care provider that you choose. There are no networks to consider. Claims will be paid based on the usual, customary and reasonable rate for that service, and reimbursement will be issued based on your plan provisions.

Seek care from your chosen Dental or Vision Provider. **Instruct your provider to call 1-866-217-5631 to obtain benefit and billing information.** This number is also located on the back of your ID card. If the provider is willing to submit the claims on your behalf, you will only be responsible for any applicable deductible, coinsurance and/or copayment at the time of service. If the provider does not submit the claim on your behalf, you may need to pay for services out-of-pocket and submit a claim form along with receipts to: CoreSource, P.O. Box 25946, Overland Park, KS 66225-5946

Claims can also be submitted online via eBenefits (once registration has been completed), at MetLifeWorldwide.com