

Health care in Mexico with the Aetna Cross-Border solution

Wherever you go in Mexico, you can rely on the combined strength of Aetna International and Sinergia Medica for your health care needs. The **Sinergia Medica** network includes 9,000 hospitals, clinics and physicians in all 31 Mexican states and the Federal District. Your cobranded Member ID card gives you access to:

- Emergency care
- Urgent care
- Hospital inpatient care
- Outpatient care and consultations
- Appointment coordination
- Negotiated rates for care



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Online directory

1. Go to: https://www.sinergiamedica.net/v2/redmedica/seccionmedica/

(available in English and Spanish)

- 2. Click the "Hospital Information" button on the left
- 3. Use the drop-down menus to select state and municipality, then click "Send"
- 4. A list of hospitals will appear, which you can sort by name, state or municipality
- 5. Select a hospital name and the address will pop up

How to access care

It's customary under Mexico's health care system for you to pay for outpatient care at the time of service. However, **Sinergia Médica** can help you coordinate direct payment to providers at our negotiated local rates – avoiding the need for you to pay out of pocket – by following the steps below.

For outpatient care:

Contact Sinergia Medica using one of these three options:

By form —

Go to https://soporte.sinergiamedica.com/hc/en-us/ requests/new and complete the form (available in English or Spanish)

• By email —

Send an email to servicio@sinergiamedica.com with the following information:

First and last name

Email address

Telephone number

Details of your request

If a document has been requested, upload using the Attach option (Agregue un Archivo) CLICK ON "ENVIAR" TO SEND REQUEST

This mailbox is monitored 24/7.

- By phone Contact Sinergia Medica at + (011) (52) 55-5249-8383 and select "Option 1" when prompted. (available 24/7)
- 2. Bring and show your cobranded Member ID card on the day of your appointment
- **3. Sinergia Médica** will coordinate direct payment with the in-network outpatient provider

For inpatient care (including scheduled surgeries) and emergency/urgent care:

- 1. Go directly to the hospital, urgent care clinic or emergency department
- 2. Present your cobranded Member ID card and the care facility will contact **Sinergia Medica** to coordinate direct settlement arrangements
- **3. Sinergia Médica** will coordinate direct payment with the in-network inpatient providers. There's no deductible, co-pay, or coinsurance payment required.

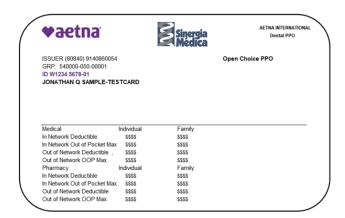


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Questions?

If you have questions about how to get care in Mexico, please contact **Sinergia Medica** at + (011) (52) 55-5249-8383 and select "Option 1" when prompted.

For all other needs or for care inside the U.S., please call Aetna Member Service team using the number on your cobranded Member ID card.



www.aetnainternational.com	PAYER NUMBER 60054 0049
TALK TO A DOCTOR 24/7: 1-855-TELADO	
Benefits shown do not reflect benefits	
See your plan documents for plan req	
precertification. This card does not gu	iarantee coverage.
Sinergia Medica portal at: www.sinerg	jiamedica.info
Sinergia Medica Customer Service:	
Dial from USA: 011 52 55 5249 8383	Option 1
Dial from USA: 011 52 55 5249 8383	Option 1
Dial within Mexico: 55 52 49 8383 or 8	800 000 0277 Option 1
MEMBERS & NON US PROVIDERS	1-800-231-7729
U.S. PROVIDER SERVICES	1-888-632-3862
EVACUATIONS	1-877-242-5580
COLLECT/DIRECT DIAL NUMBER	1-813-775-0190
FAX CLAIMS AT&T ACCESS CODE	1-800-475-8751
LEGAL ENTITY NAME	
Submit Claims To:	
P.O. Box 981543	
El Paso, TX 79998-1543	

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