



Easy  
access

## 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

## 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:

1. Contact **Sinergia Médica** 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](mailto: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 Médica** 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 Médica** 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.

# 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.

**AETNA INTERNATIONAL**  
Dental PPO

ISSUER (80840) 9140860054  
GRP: 540000-050-00001  
ID W1234 5678-01  
**JONATHAN Q SAMPLE-TESTCARD**

**Open Choice PPO**

Medical	Individual	Family
In Network Deductible	\$\$\$\$	\$\$\$\$
In Network Out of Pocket Max	\$\$\$\$	\$\$\$\$
Out of Network Deductible	\$\$\$\$	\$\$\$\$
Out of Network OOP Max	\$\$\$\$	\$\$\$\$
Pharmacy	Individual	Family
In Network Deductible	\$\$\$\$	\$\$\$\$
In Network Out of Pocket Max	\$\$\$\$	\$\$\$\$
Out of Network Deductible	\$\$\$\$	\$\$\$\$
Out of Network OOP Max	\$\$\$\$	\$\$\$\$

[www.aetnainternational.com](http://www.aetnainternational.com)

PAYER NUMBER 60054 0049

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TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA  
Benefits shown do not reflect benefits outside of the U.S.  
See your plan documents for plan requirements, including  
precertification. This card does not guarantee coverage.

Sinergia Medica portal at: [www.sinergiamedica.info](http://www.sinergiamedica.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 800 000 0277 Option 1

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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

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LEGAL ENTITY NAME

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Submit Claims To:  
P.O. Box 981543  
El Paso, TX 79998-1543

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