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Understanding changes to our claim submission 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 asking for your continued support to smoothly transition claims submissions based on our members' plan type.

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 on these plans by the end date on their member ID card. How you submit claims for only these members is changing on **18 November 2023**.

Until then, you should continue to submit claims to us as you always have. Aetna will process and pay eligible claims submitted on or before 17 November 2023.

Please note: While the claims submission 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.

This email serves as our formal confirmation that we expressly authorize you to send sensitive and confidential personal health information (PHI) to MSH for the purposes of processing claims for these members under our agreement.

Starting 18 November 2023, be sure to submit claims to MSH 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.

It's important to know that any claims submitted to Aetna International on or after 18 November 2023, will not be processed. If you submit claims on or after 18 November 2023 to Aetna International, you will receive an email instructing you to submit the claim to MSH.

How to submit claims to MSH

If you're an MSH network-affiliated provider:

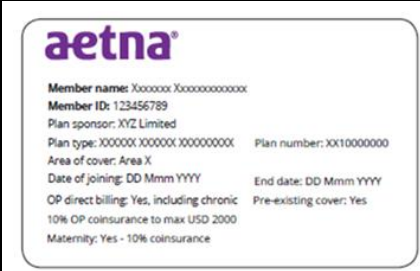
- You can submit claims directly on the MSH Providers Area using your current access credentials
- Please submit claims for Aetna International members separately from your claims for any other insurer

If you're NOT an MSH network-affiliated provider:

- You must submit claims by email to internationalclaims@msh-intl.com
- Please include your bank details with your first claims submission

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:



Aetna International (Rest of World) ID card

Changes: Important change to submission process – see [FAQ guide](#).

Timing: Plans will end 30 November 2023

Who has it: Members with existing plans

What to do: Submit claims to MSH International (see explanation below)

Questions: Call your Aetna International representative



Aetna International (Americas) ID card

Changes: Yes

Timing: Plans will transition 1 April 2023 through 1 March 2024

Who has it: Members with existing plans and renewal dates 1 April 2023 through 1 March 2024

- 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:

- 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 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

Questions?

Important: Please share this important communication to any person in your organisation

that should be informed about this change.

If you still have questions about the new process, check out our detailed [FAQ guide](#) or contact MSH International directly. We appreciate your ongoing commitment to the health and well-being of our members.

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