



New Outbound Coordination of Benefits (COB) Member Call Process

Effective October 21, 2024

There's a new COB member call process*. Meritain Health® will be proactively reaching out to members when additional assistance is needed for COB claims. This streamlined approach will lead to more efficient claims processing. It will prevent unnecessary correspondence to the members which, in turn, expedites claims processing.

If Meritain Health cannot reach the member, a letter will be generated after two attempts (if a voicemail cannot be left). Members can still update their COB by contacting Meritain Health directly or through the Meritain Health member website at www.meritain.com.

*Includes any groups that allow for coordination of benefits. The outbound call would only be initiated when coordination of benefits is missing.

Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

©2024 Meritain Health, Inc.

Meritain Health®
an  **aetna** company