



Welcome to Meritain Health! Your employer, Northwest Arctic Borough School District, has elected to change health care companies from Great West Life to Meritain Health. Effective **December 1, 2009** all claims will be processed by Meritain Health. Below is the claims submission information:

All Providers Send Claims to:

Meritain Health
P.O. Box 27267
Minneapolis, MN 55472-0267

Preferred Provider Network:

The primary Preferred Network Hospital will remain Providence Hospital in Anchorage. If you or a covered dependent seek hospital treatment, both inpatient and/or outpatient, in Anchorage, you must use Providence Hospital to receive maximum plan benefits. For other out of Anchorage Network Hospitals as well as medical providers in Anchorage and nationally, the Plan uses the Multiplan Network to obtain discounts. There is no penalty for not using a Multiplan Network provider however we encourage their use to obtain significant savings for you and the Plan.

To identify a Multiplan Network Provider call:
or go to:

1-800-557-6794
www.multiplan.com

Send Rx claims to:

Meritain Health
P.O. Box 27267
Minneapolis, MN 55472-0267

Meritain Health Benefit/Claim Customer Service 1-866-808-2609: A Meritain Health Customer Service Representative will be able to assist you with benefit/claims questions.

Meritain Health 24 Hour Automated Customer Service Info Line 1-800-566-9311: An Interactive Voice Response System provides rapid access to benefits, claim status and eligibility information. You can receive a fax verification of eligibility, a status of submitted claims, faxed copy of an Explanation of Benefits, request a new I.D. card and request a HIPAA Certification of Creditable Coverage (COCC).

www.mymeritain.com: Plan information is also available through the Meritain Health website, as well as helpful links and other useful information.