

Aetna network provider claims submission process changes

For plans originating in EMEA and APAC

Answers to frequently asked questions (FAQs)

The guide is available to download at:

<https://www.aetnainternational.com/aiweb/contentMgt/assets/documents/email/pdf/NetworkProviderclaimssubmissionprocesschangeFAQ.pdf>

Introduction

This document contains information regarding the changes to the claims process of Aetna International plans originating in Europe, Middle East and Africa (EMEA) and Asia Pacific (APAC) beginning **18 November 2023**.

Within this document you will find answers to frequently asked questions relating to:

- Changes to our claims process for plan originating in EMEA and APAC
- How to submit a EMEA and APAC plan claim
- Contact information

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1. Changes to our claims process

Q 1.1 What is happening?

A 1.1 Specifically, Aetna International plans originating in Europe, Middle East and Africa (EMEA) and Asia Pacific (APAC) are coming to a close. How you submit your claims to us for these particular members is changing beginning **18 November 2023**.

Q 1.2 Will claims still be processed by Aetna?

A 1.2 For claims involving members with plans originating in EMEA and APAC, Aetna will continue to process and pay eligible claims submitted on or before 17 November 2023.

Between now and 17 November, you should continue to submit these claims to us as you always have.

Beginning 18 November 2023, MSH International will process claims for these members instead of Aetna. If you submit claims for these members on 18 November or later, you will receive an email directing you to submit the claim to MSH.

For all other Aetna International members who don't have a member ID card with an end date, the claim process remains the same.

Q 1.3 Who are MSH and why are claims being redirected to MSH?

A 1.3 MSH International is a leading global insurance administrator. Claims are being redirected to MSH due to the fact that in March 2022, Aetna International [announced](#) that we plan to wind down our non-Americas insurance business. MSH has been appointed to process claims for our network providers outside the Americas.

Q 1.4 Do I need a special agreement to share member information with MSH?

A 1.4 Providers without a contract with MSH or experience working with them do not need a special agreement to share Aetna member data with MSH. The Aetna email notification is sufficient. Normal data privacy policies apply when sharing members data.

Q 1.5 Can I submit a claim to MSH using the same documents I've always used for Aetna claims?

A 1.5 Yes. When submitting claims to MSH, you can use the same documents you've used for Aetna claim submissions. As always, please ensure that the documents accurately

record member details and appropriate medical information, i.e., diagnosis and breakdown of costs.

Q 1.6 How will we receive payments?

A 1.6 For claims submitted on or after 18 November 2023, MSH will process and pay eligible claims.

Q 1.7 I usually send my physical invoices to the Aetna offices in Singapore/Middle East. Can I continue to send them to these locations?

A 1.7 From 18 November all invoices need to be submitted to MSH.

2. How to submit a claim to MSH

Q 2.1 I am an MSH-affiliated provider. How do I submit a claim?

A 2.1 If you are an MSH-affiliated provider, your claims for Aetna International members on plans originating in EMEA or APAC should be submitted directly on the MSH Providers Area using your usual access credentials.

When submitting claims to MSH, please submit claims for Aetna International members separately from your claims for any other insurer.

As a reminder, to access the MSH Providers Area:

- Go to www.msh-intl.com
- Click on LOGIN, then select MEDICAL PROVIDER on the dropdown menu
- On the authentication screen, enter your ID number and password

If you have forgotten your access credentials, you can request a new password by following the above steps and then selecting 'Click here' to the right of 'To get your login details' on the authentication screen.

Q 2.2 I am NOT an MSH-affiliated provider. How do I submit a claim?

A 2.2 If you are not an MSH-affiliated provider, your claims for Aetna International members on plans that originated outside the Americas must be submitted starting 18 November 2023 by email to internationalclaims@msh-intl.com. Please be sure to use this email address only for these claims and not any other email address.

You'll also need to include your bank details with your first claims submission.

Q. 2.3 I have specific enquiries about submitting claims to MSH. Who do I contact?

A 2.3 Please email: internationalclaims@msh-intl.com

Q 2.4 If I have questions about the MSH portal login or login details, who do I contact?

A 2.4 Please email: internationalclaims@msh-intl.com (and mark it to the attention of Marie-Dominique CERVETTI).

Please visit <http://www.aetnainternational.com/ai/en/about-us/legal/regional-entities> for more information, including a list of relevant entities permitted to carry on or administer insurance business in their respective jurisdictions.

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