



# Easy access

## Health care in Mexico for County of El Paso members

Wherever you go in Mexico, you can rely on the combined strength of Aetna International and Sinergia Medica for all your health needs.

If you have an Aetna cross-border plan (our CORE plan), you have easy access to Sinergia Medica's care provider network of 9,000 hospitals and physicians located throughout all 31 Mexican states and the Federal District.

Together, your Aetna Member ID Card and Sinergia Medica ID Card give you access to:

- Emergency care
- Hospital inpatient care
- Outpatient care and consultations with specialists affiliated with facilities that are part of Sinergia Medica's network
- Prescription medications

# Your quick how-to guide

## Emergency/urgent care situations

1. Go directly to the hospital or emergency department nearest you.
2. Present your Aetna Member ID and Sinergia Medica ID cards at check-in, and someone at the facility will contact Sinergia Medica to coordinate the authorization process.

## Scheduled hospitalizations and surgeries

1. To search Sinergia Medica's hospital directory, go to <http://www.seccionmedica.com.mx/>. If needed, switch languages by selecting the flag at the top of the home page.
2. Select the blue "Hospital information" button on the left.
3. Use the drop-down menus at the top to select a state and municipality. For example, if you want to look for facilities in Juarez, select "Chihuahua" under the state and then "Ciudad Juarez" under the municipality.
4. A list of hospital names will appear in the search results. Simply select a hospital name to learn more about it.
5. Contact your chosen hospital or surgical scheduling unit to arrange for your surgery or other procedure and related hospital stay.
6. Remember to bring your Aetna Member ID and Sinergia Medica ID cards with you on the day of your surgery or procedure.

## Concierge hospital services

Sinergia Medica offers personalized services at their hospital-based offices at 35 locations across the country. Situated close to the hospital admissions area, each office is open 9 a.m. – 6 p.m. Monday – Saturday. In Juarez, both Hospital Angeles Cd. Juarez and Hospital Poliplaza have designated Sinergia Medica offices.

## Telemedicine program

For your convenience, Sinergia Medica offers a telemedicine program:

Beginning 1/1/2021, you have access to telemedicine services available Monday – Sunday from 9 a.m. – 6 p.m. A telephonic consult with a physician will provide you with access to primary care and can assist with:

- Prescribing medications
- Network referrals to medical providers, laboratories or imaging

Contact Sinergia Médica to request a Telemedicine consult:

- Call Sinergia Médica Call Center:
  - In Mexico, dial (55) 5249 83 83 option 1 or **800-000-0277** option 1
  - Or access the Sinergia Medica portal at <http://www.seccionmedica.com.mx/> to request an appointment

## Outpatient care

1. To search Sinergia Medica's directory for a doctor, specialist or outpatient facility, go to <http://www.seccionmedica.com.mx/>. If needed, switch languages by selecting the flag at the top of the home page.
2. Select "Start search."
3. Select the specialty, state and city, then select "Send."
4. From the list that appears, select the physician you're interested in and then select "Schedule appointment" to pull up the doctor's office calendar.
5. Register the time and date of your desired appointment, allowing 48 hours for confirmation.
6. Enter your name, email address, Aetna Member ID number, and phone number, then select "Save."

Once your appointment has been confirmed, Sinergia Medica will send authorization to the physician and email you a copy. For any appointment changes, please contact the doctor directly.

## Medication/pharmacy needs

As a County of El Paso member, you can obtain prescription medications written by a local, licensed provider in Mexico simply by presenting your Sinergia Medica ID Card.

**Cashless prescriptions:** If Sinergia Medica has previously arranged a medical consultation and/or authorized an emergency or hospital visit for you, you won't need to pay for your prescription at the time of filling it. In-network pharmacies will contact Sinergia Medica to coordinate the authorization process. All facilities where Sinergia Medica has an office location have in-network outpatient pharmacies, which are usually located in the hospital lobby.

**Reimbursement prescriptions:** If you choose to fill a prescription written by a provider outside of Sinergia Medica's network or at an out-of-network pharmacy, you'll need to pay for the medication up front and submit a claim for reimbursement using the instructions on the back of your Aetna Member ID card.



County of el Paso

GRP: 866233



Para recibir atención en México, comuníquese con Sinergia Medica:

- Cuando llame desde México: **800-000-0277**
- Cuando llame desde los Estados Unidos: **(011) (52) 55 52 49 83 83**

Seleccione "**Opción 1**" cuando se le solicite.

Para recibir atención fuera de México, llame al Centro de Servicios de Aetna usando el número al reverso de su tarjeta de identificación de Aetna.

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## Questions?

If you have questions about how to receive care in Mexico, please contact Sinergia Medica.

- When calling from within Mexico, dial **800-000-0277**.
- When calling from the United States, dial **(55) 52 49 83 83**, then select *option 1* when prompted.

For all other needs or for care outside of Mexico, please call the Aetna International Member Services team using the number listed on the back of your Member ID Card.

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