

Make sure your out-of-state dependents are covered

Do you have a covered dependent living outside of the service area? We use the Aetna® PPO Network through Aetna Signature Administrators® as our national network.



Make sure they get in-network care by providing us with their new out-of-state address. Claims without a new address will be considered out of network and you may pay extra for care.



Update your dependent's new address

There are two ways to provide our customer service team with your dependent's new out-of-area address:

- 1 Call the number on the back of our Moda Health member ID card and provide our customer service team the address for your out of area dependent.
- 2 Email multcountycs@modahealth.com and provide the following information in your email:
 - Be sure to include your dependent's name, their out of state address, effective date of the address change and your Moda Health subscriber ID number.

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To get in-network care, your out-of-area dependent must use the Aetna® PPO Network. This network gives you access to a comprehensive network of providers nationwide, including more than 1.5 million participating physicians and ancillary providers, and over 6,000 hospitals.



Find an in-network provider

Getting care from an in-network provider is important when they are away. Here is how they can search for a provider in the Aetna® PPO Network:

- Choose Find Care, our online provider directory, at modahealth.com. Under the Network drop-down menu, select the Aetna® PPO Network through Aetna Signature Administrators®, to start your search.



Questions?

We're here to help. For questions about the Aetna® PPO network, please call our customer service team at **888-445-7413**, en español at **888-786-7461** (TTY users, dial 711).

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