



Easy access


Getting health care in Mexico with your Aetna cross-border coverage

Wherever you go in Mexico,
our international expertise
and partnership with Sinergia
Médica has you covered.

Your cross-border plan and cobranded ID card give
you access to:

- **Sinergia Médica** network of 9,000 hospitals, clinics and physicians
- Providers in all 31 Mexican states and the Federal District
- No upfront costs with in-network providers
- Emergency care
- Urgent care
- Hospital inpatient care
- Outpatient care and consultations
- Prescription medications
- Appointment coordination
- Discounted rates and lower costs



 Cut out your ID card and keep in your wallet

[Aetna.com](https://www.aetna.com)

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How to find care

1. Go to **SeccionMedica.com.mx**

(available in English and Spanish)

2. Click the “Hospital Information” button on the left

3. Use the drop-down menus to select state then municipality, and click “Send”

4. A list of hospitals will appear, which you can sort by name, state or municipality

5. Select a hospital name and the address will pop up

How to access care

It’s customary under Mexico’s health care system for you to pay for outpatient care at the time of service. However, **Sinergia Médica** can help you coordinate direct payment to providers at our negotiated local rates. This means you won’t have upfront costs.

For outpatient care:

1. Contact **Sinergia Médica** by online form, email or phone:

Online: go to **Soporte.SinergiaMedica.com/hc/en-us/requests/new** and complete the form. It’s available in English and Spanish.

Email: **servicio@sinergiamedica.com**

This mailbox is monitored 24/7. Be sure to include your:

- First and last name
- Email address
- Telephone number
- Request details

If you need to upload a document use the “Attach” option (Agregue un Archivo) and click on “ENVIAR” to send the request.

Call Sinergia Médica, 24/7 at + (011) (52) 55-5249-8383 and select option 1 when prompted.

2. Bring and show your cobranded ID card on the day of your appointment.

3. **Sinergia Médica** will coordinate direct payment with the in-network outpatient provider.

For inpatient care (including scheduled surgeries) and emergency/urgent care:

1. Go directly to the hospital, urgent care clinic or emergency department.

2. Present your cobranded ID card. The care facility will work with **Sinergia Médica** to arrange direct payment.

3. **Sinergia Médica** will coordinate direct payment with the in-network inpatient providers. You won’t have to pay a deductible, co-pay or coinsurance.

Para recibir atención en México, comuníquese con Sinergia Médica:

- 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 get care in Mexico, call **Sinergia Médica**, 24/7 at + **(011) (52) 55-5249-8383** and select option 1 when prompted.

For all other needs or for care inside the U.S., please call the Aetna Member Service team using the number on your cobranded ID card.

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