

Dear insured,

De Goudse is pleased to be of assistance to you for your medical needs while in the USA. Our local representative is GMMI Inc – Global Medical Management (880 SW 145th Avenue, Suite 400, Pembroke Pines, FL 33027)

When should you contact GMMI?

- If you need additional treatment after the first office visit
- If you are pregnant
- If you need to be hospitalized or already are
- If you had an accident
- If you have been treated in an emergency room
- Before scheduling your upcoming elective checkups, diagnostic testing, or other not medically necessary treatment

You can contact GMMI:

- by phone: +1-800-694-9832 (free, only available within the USA) or +1-954-370-4538 (use when outside the USA)
- by mail: customerservice@gmmi.com

Please be aware

Should you choose to go outside the GMMI network then only 80% of the bill will be paid. The other 20% will have to be paid by yourself. And in case of pregnancy you pay 50% of all charges related to the pregnancy if you go outside the network.

No need to contact GMMI?

If the situations above are not applicable, you can make an online appointment through the Aetna network.

Kindly take note: You are enrolled in the **Aetna GLOBAL network**, not the domestic network. Make sure to inform your provider of this when seeking medical treatment. This will allow a smooth direct billing process between the provider and GMMI.

To access and utilize the Aetna provider search engine, please follow the instructions below:

- Follow this link:
www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=passport
- Enter your local zip code
- On the following page, select plan: "Passport to Healthcare® Primary PPO Network", and click "Continue"
- On the following page, enter the type of facility/physician you are looking for. You will then be redirected to a list of local, in-network providers, sorted by distance.

Always bring your Aetna ID card to present upon arrival. And before visiting we strongly recommend calling beforehand to confirm hours and/or location. Provider's location and/or contact details may change without notice.

When a provider wants to check your coverage or eligibility

If your provider has:

- questions about your coverage, please instruct them to contact GMMI at: +1-800-694-9832.
- difficulties confirming your eligibility, please instruct them to contact AETNA at: +1-800-414-0596 (only available for providers).

Your insurance cards

Your Aetna insurance card. You can show this to the health provider. In most cases the bill is directly sent to GMMI.

Your Caremark card. GMMI will issue a Caremark pharmacy card. In most cases you will receive your prescriptions without paying.

What do you do when you receive bills from a provider?

It is standard practice to inform patients with statements that bills are submitted to the insurance company for payment. You can simply scan and email the statements to GMMI for handling. If however, you start receiving several bills or threatening collection letters, it is best that you contact GMMI to make sure we have received the bills.

Dental costs

Dental expenses can be claimed at De Goudse via claims@goudse.com. Please be aware. An additional dental insurance policy is always required for adults. For children up to 21 years of age, there may be cover on the health insurance.

Finally

We look forward to be of assistance, and please feel free to contact us if you have any questions in regards to your medical needs.

Kind regards
De Goudse & GMMI