

In the event of an emergency, we've got you covered

Emergency assistance

While we hope you never face an emergency situation, it's important to know how to get immediate help if you need it. As part of your Aetna plan, we can assist with virtually any medical emergency that you may encounter while outside of your home country. So rest assured that should there ever come a time when you need help right away, we'll be there to assist you.

To access the Emergency Assistance Program, call the Aetna International Member Service Center at the Emergency telephone number on your member ID card.

With our emergency assistance coverage, you have access to the following services:

Emergency Medical Evacuation and Repatriation

- Emergency or urgent medical evacuation
- Medical repatriation coordination
- Return of mortal remains
- Return of dependent children
- Companion travel coordination

Medical Assistance

- Pre-trip planning
- Medical, dental and pharmacy referrals
- Facilitation of hospital payment
- Dispatch of medicine/vaccines
- Dispatch of doctor/nurse

As a member, you also have access to the following helpful information through the Aetna International secure member website located at www.aetnainternational.com:

- Daily security alerts from around the globe
- Country risk assessments
- Tips on traveling safely

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Prescriptions filled at licensed pharmacies are subject to the terms and conditions described in your benefit plan documents. Aetna does not provide care or guarantee access to health services. Not all health services are covered. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information, refer to www.aetnainternational.com.