

Medical Benefits Program

Before you Travel: Learn about AETNA INTERNATIONAL and the steps taken in case a member requires services outside of the U.S.

***USA-BASED MEMBERS TRAVELING ABROAD

If you plan to receive health care services at a hospital or facility not listed in our international directory, we can attempt a one-time direct payment to that facility. You must contact Aetna International five days prior to receiving your services.

Requesting a direct settlement:

1. Log on to www.aetnainternational.com.
1. This will bring you to the Find health care screen.
2. Fill in the country and city where you are looking for providers.
3. Click Search.
4. If your hospital or facility is listed, click "View Details" and then choose "Request direct settlement".
5. If your hospital or facility is not listed, click the highlighted link that says, "Click here" and complete the form.

Urgent Direct Settlement requests:

If the direct settlement is needed within the next business day, please contact Aetna as soon as possible and we will work with the facility to set-up an arrangement.

Please note that direct pay arrangements are most suitable for inpatient stays, outpatient surgery, CT scans, MRI's and any other high dollar services outside of the USA. You can submit your request to

InternationalProviderServices@aetna.com. If the direct settlement is needed within the next business day, please contact Aetna as soon as possible and we will work with the facility to set-up an arrangement. *

***NON-USA BASED MEMBERS TRAVELING ABROAD

Instructions:

For services outside the USA the plan administrator for medical, dental, vision, and prescription drugs benefits is AETNA INTERNATIONAL. *

In case of any additional questions, please contact our 24/7/365 Member Service number 888-633-1055 or email iadb-service@aetna.com.

To find medical/dental/vision in-network providers, please go the AETNA INTERNATIONAL's website for more information www.aetnainternational.com.