

HOW DO I REGISTER IN THE AETNA INTERNATIONAL PORTAL ?



STEP 1

Go to www.aetnainternational.com



STEP 2

Click on 'Log In', located on the right side of the page



STEP 3

Click on 'Register Now' to create your account as a first-time member



STEP 4

Use your Date of Birth & Aetna International ID card. Be sure to enter your first and last name exactly as it is on your ID card!

**4 STEPS
TO
REGISTER**

Any questions? We are here for you!

Aetna International Customer Service Center

Tel.: +1-888-633-1055

Email: iadbservice@aetna.com

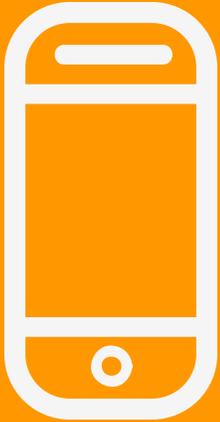
Fax: +1-859-425-3363

IDB Medical and Life Insurance Group

Tel.: +1 (202) 623-3090 (Ext. 3090)

Email: hrd/ins@iadb.org

AETNA MOBILE APPS



There are two Aetna apps to help you stay connected at all times, so you can manage your benefits on the go, whenever and wherever you may need.

To download the apps, go to the App Store (iOS) or Google Play (Android) and search for 'Aetna International Mobile Assistant' and 'Aetna Mobile App'. To access them, use your Aetna International username and password.

Aetna International Mobile App



- Submit claims
- Access to the International Provider Directory
- Request an ID card
- See your contact information

Aetna Mobile App



- View claims history
- DocFind (for U.S. providers)
- Save your ID card in your Apple Wallet
- Request an ID card
- See your contact information

HOW DO I SUBMIT A CLAIM ?

When you log in the Aetna International portal, click on 'I need to check or make a claim', then click on 'New Claim' to start the process

What you'll need



Select the family member who received the medical service and the patient's details should load automatically into the claim form process



Fill out the details related to the claim in the space provided



Upload the relevant documents as evidence to your claim



In the U.S., you now have the option to receive claim reimbursements by check or direct deposit into your bank account.

Outside of the US, you now have the option to select the currency of your claim reimbursements in U.S. dollars or the currency of the country where you reside.

NEW