



# Aetna WorldTraveler<sup>SM</sup>

Emergency medical insurance for employees who travel internationally on business for six months or less outside of their home country

**When you travel on business, you need more than just emergency insurance. You need the peace of mind that comes from knowing you have the health, wellness and travel safety resources and information to be successful. Aetna WorldTraveler gives you that assurance.**

## Your Aetna WorldTraveler plan offers:

### **24/7 medical care**

From any of 165,000 health care providers in our direct settlement network, along with preferred access to Western medicine clinics, referrals, record transfers and facilitation of hospital payments.

### **Emergency Assistance Services**

Assistance with different types of emergency situations, including medical transportation coordination, emergency medications and repatriation.

### **Help with pre-trip planning and travel needs**

This includes updated information on required vaccinations, travel restrictions, referral to medical resources, and help with the healthcare system.

### **Digital resource**

Find doctors and hospitals, submit, track and manage claims through our online claims process and much more through your secure member website.

# Quick tips for using your WorldTraveler plan

## Get started today

Convenience is at your fingertips with your Aetna International secure member website.

## To register

1. Go to **AetnaInternational.com**, select **Log in** and click **Register now**.
2. Enter your personal information — first name, last name and date of birth and choose **Aetna WorldTraveler Plan Member**.
3. Next, enter the Control Suffix Account (CSA) — found at the bottom of your WorldTraveler ID Card and the Registration key located on the bottom right of this page. Click **Continue**.
4. Create a user name and password to complete your registration.

## To submit a claim online

1. Go to **AetnaInternational.com** and log in.
2. Click **My Claims**, then select **New Claim**.
3. Fill out all required fields (some will be pre-filled based on your profile).
4. Scan and upload your receipts\*, then submit your claim.
5. Note your claim **reference tracking number** for tracking purposes.



**For faster claims processing, submit your claims online or from your smartphone.**

**\*10 MB attachment limit**

## Contact us 24 hours a day/7 days a week

### Phone:

1.877.301.5042 (Toll-Free)  
1.813.775.0239 (Collect)

### Fax:

1.800.475.8751 (Toll-Free)  
1.860.975.1741 (Collect)


### Emergency Assistance Services:

1.877.242.5580 (International Toll-Free)  
1.813.775.0246 (Collect)

For questions or general inquiries, contact the International **Member Services** Center at the contact information listed under Member Services on your WorldTraveler ID card.

For emergency evacuation assistance services, dial the **Emergency Assistance Services** telephone number listed on your WorldTraveler ID card.

## Here is your Aetna WorldTraveler ID Card

 NAP	<b>Aetna International</b> <b>Medical emergency assistance worldwide</b>
<b>Aetna WorldTraveler<sup>SM</sup></b>	
<b>International Toll-Free</b>	
Member Service 1.877.301.5042	Emergency Assistance Services: 1.877.242.5580
Present this card when accessing care.	
<b>Member Service:</b> Phone: 1.877.301.5042 (International Toll-Free) +1.813.775.0239 (Collect)  Fax: +1.860.975.1741 (Collect) 1.800.475.8751 (International Toll-Free)	
<b>Emergency Assistance Services</b> Phone: 1.877.242.5580 (International Toll-Free) +1.813.775.0246 (Collect)	
Aetna WorldTraveler is administered by Aetna Life & Casualty (Bermuda) Ltd. While coverage remains in force, members are entitled for the durations of their business trip to benefits under the plan, subject to its exclusions and limitations.  Providers: This card does not guarantee coverage. Verify member eligibility by calling the Aetna International Member Service Center.  Members: Submit benefit reimbursement requests via fax or mail to:  AETNA INTERNATIONAL P.O. BOX 981543 EL PASO, TX USA 79998-1543 <b>AetnaInternational.com</b>	
Please keep this with you at all times during your international business travel.	
<b>Registration Key:</b>	

**WorldTraveler is a limited-benefit supplemental short-term medical travel insurance plan. This plan does not comply with the Affordable Care Act's consumer protection provisions and cannot be used to satisfy minimum essential coverage or any other coverage requirements. Coverage for the WorldTraveler product is offered through Aetna Life & Casualty (Bermuda) Ltd.**

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Aetna does not provide care or guarantee access to health services. Not all health services are covered. 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 about Aetna International, refer to AetnaInternational.com.

AetnaInternational.com

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