

Step 4

Here's how you find care



We're here for you 24/7

If you have questions about your benefits

When you have questions about how to find a direct-settlement provider, or submit a claim and track it, our Member Services team can help, with highly-trained representatives available around the clock.

How to contact Member Services: Call the number on the back of your Member ID card.

For questions about your health

When you have detailed health questions, you can call on our Care and Response Excellence (CARE) team. These clinicians are available 24/7 to support you before your travels, after you return home and anytime in between. They can help with:

- Pre-trip planning
- Coordinating routine and urgent medical care worldwide
- Locating doctors and hospitals
- Getting medical devices or prescription medications
- Coordinating and supervising medical evacuations

If you or a family member is managing a chronic health condition, or if you're pregnant, it's a good idea to talk with a CARE team clinician. They'll be able to help make sure you get the care and medication you need no matter where you are in the world.

How to contact our CARE team: Call the number on the back of your Member ID card to be connected with a CARE team clinician.

Finding health care providers

Through our global network, you have access to 1.2 million medical providers in the United States and 165,000 outside of the United States. We make it easy for you to find care when and where you need it using these simple steps.

To find care:

1. Go to **aetnainternational.com** and log in to Health Hub with your user name and password
2. Using the drop-down boxes under **"Find Health Care,"** select a **country and city**, then click **"Search"** to find a doctor near you

To initiate a direct settlement request for a listed hospital outside of the United States:

1. Click the "Apply for direct settlement" button to be directed to the appropriate form
2. Complete the form, then click "Submit" at the bottom of the page

Scheduling your non-emergency appointment

To make a non-emergency medical appointment, you can just call the doctor or medical facility directly.

Requesting a preauthorization

If you need non-urgent medical attention and want to ensure a smooth direct settlement process, it's a good idea to contact us at least five business days before your scheduled visit to request a Letter of Authorization (LOA). This helps ensure procedures will be covered and your provider will settle the charges with us. Please remember to bring a copy of the LOA and your Member ID card with you to your appointment.

In emergency situations, please get the care you need first, and then submit your direct settlement request as soon as you're able.